Human Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Human Services	Application Services	Danielle Hood	0 / 0	25 / 1	1 / 0	26 / 1
		Dustin Crump	0 / 0	16 / 0	0 / 0	16 / 0
		Martin Gonzalez	0 / 0	23 / 23	0 / 0	23 / 23
		Paul Lundell	0 / 0	3 / 0	0 / 0	3 / 0
		Terry Forsgren	0 / 0	5 / 0	0 / 0	5 / 0
		Tony Larsen	0 / 0	1 / 0	0 / 0	1 / 0
		Assigned to Individual Total	0 / 0	73 / 24	1 / 0	74 / 24
	Application Support	Serge Nana Tafen	0 / 0	2 / 1	0 / 0	2 / 1
		Assigned to Individual Total	0 / 0	2 / 1	0 / 0	2 / 1
	Application Support - Content Manager	Randall Ottesen	0 / 0	1 / 0	0 / 0	1 / 0
		Assigned to Individual Total	0 / 0	1 / 0	0 / 0	1 / 0

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Human Services

			High	Low	Medium	FCR Total
Human Services	Application Support - EREP Systems	Brett Palmer	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Campus Networking	Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Doug Law	0 0	2 0	0 0	2 0
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Mycah Mattox	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		Dan Cook	0 0	1 1	0 0	1 1
		Jed Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Help Desk	Brenda Treadway	0 0	24 23	0 0	24 23
		Dawn Wayment	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Help Desk	Eileen Dubach	0 0	25 25	0 0	25 25
		Fred Schmidt	0 0	1 0	0 0	1 0
		James Stearns	0 0	48 47	0 0	48 47
		Julie VanBeekum	0 0	33 33	0 0	33 33
		None	0 0	1 0	0 0	1 0
		Sarah Johnson	0 0	5 1	0 0	5 1
		Vicky Marrelli	0 0	49 47	0 0	49 47
		Assigned to Individual Total	0 0	187 176	0 0	187 176
	Mainframe Systems Support	Greg Shoop	0 0	1 0	0 0	1 0
		Lester Aoki	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro A Desktop Support	Adam Staks	0 0	2 0	0 0	2 0
		Michael Barth	0 0	1 0	0 0	1 0
		Mike Beynon	0 0	11 0	0 0	11 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Metro A Desktop Support	Assigned to Individual Total	0 0	14 0	0 0	14 0
	Metro A Help Desk	Ed Conrad	0 0	2 2	0 0	2 2
		Edward Fortner	0 0	3 3	0 0	3 3
		Liz Evans	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	7 7	0 0	7 7
	Metro B Desktop Support	Annice Valdez	0 0	56 1	0 0	56 1
		Austin Farey	0 0	19 0	0 0	19 0
		Bill Crowther	0 0	2 0	0 0	2 0
		Cindy Reed	0 0	2 0	0 0	2 0
		Jay Locker	0 0	20 0	0 0	20 0
		Kraig Ellis	0 0	5 0	0 0	5 0
		Mike Sine	0 0	1 1	0 0	1 1
		Mike Wilde	0 0	22 2	0 0	22 2
		Peter Musser	0 0	11 2	0 0	11 2

Human Services

			High	Low	Medium	FCR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0	11 0	0 0	11 0
		Stephanie Young	0 0	10 0	0 0	10 0
		Tyler Pearce	0 0	9 3	0 0	9 3
		Assigned to Individual Total	0 0	168 9	0 0	168 9
	Metro B Help Desk	Gary Graham	0 0	200 155	0 0	200 155
		Todd Manning	0 0	242 211	0 0	242 211
		Val Shepherd	0 0	297 199	0 0	297 199
		Assigned to Individual Total	0 0	739 565	0 0	739 565
	Metro B Hosting	James Gramse	0 0	1 0	0 0	1 0
		Justin Rasmussen	0 0	1 0	0 0	1 0
		Ken Bolkcom	0 0	1 0	1 0	2 0
		Paul Engberson	0 0	5 0	1 0	6 0
		Assigned to Individual Total	0 0	8 0	2 0	10 0
	Metro C Help Desk	Reed Stohel	0 0	86 84	0 0	86 84

Human Services

			High	Low	Medium	FCR Total
Human Services	Metro C Help Desk	Ross Owen	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	89 87	0 0	89 87
	Metro D Help Desk	Doug Brown	0 0	2 2	0 0	2 2
		Matthew Earl	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Operations Production Control	Cal Brinton	0 0	8 2	0 0	8 2
		Christie Burnham	0 0	7 6	0 0	7 6
		Duane Hardy	0 0	8 5	0 0	8 5
		Lester Aoki	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Operations Production Control	**Assigned to Individual Total**	0 0	24 13	0 0	24 13
	Order Desk	Alicia Ryans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	ORS Content Manager	Dan Barrett	0 0	2 0	0 0	2 0
		Jeff Symonds	0 0	2 0	0 0	2 0
		Les Roberts	0 0	2 0	0 0	2 0
		Pam Lee	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Rural Central Desktop Support	Gerald Adams	0 0	28 0	0 0	28 0
		Jay Barfuss	0 0	13 11	0 0	13 11
		Jeremy Standifird	0 0	2 0	0 0	2 0
		Jessica Purcell	0 0	16 15	0 0	16 15
		John Donaldson	0 0	12 0	0 0	12 0
		Paul Petersen	0 0	15 0	0 0	15 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Rural Central Desktop Support	Robert Case	0 0	57 20	0 0	57 20
		Rod Montoya	0 0	2 1	0 0	2 1
		Ron LeBaron	0 0	11 5	0 0	11 5
		Todd Hardy	0 0	7 7	0 0	7 7
		Troy Morris	0 0	23 5	0 0	23 5
		Assigned to Individual Total	0 0	186 64	0 0	186 64
	Rural North Desktop Support	Dane Smith	0 0	19 10	0 0	19 10
		Don Higgs	0 0	1 1	0 0	1 1
		Kim Ratushniak	0 0	32 32	0 0	32 32
		Lori Hartzell	0 0	11 1	0 0	11 1
		Neil Smedley	0 0	5 0	0 0	5 0
		Ruston McKay	0 0	46 44	0 0	46 44
		Ryan Casey	0 0	12 1	0 0	12 1
		Wayne Higgs	0 0	22 0	0 0	22 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Rural North Desktop Support	**Assigned to Individual Total**	0 0	148 89	0 0	148 89
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Cole Gifford	0 0	2 0	0 0	2 0
		Dan Anthony	0 0	13 7	0 0	13 7
		Doug Chaston	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	3 0	0 0	3 0
		Lance Nay	0 0	9 7	0 0	9 7
		Lane Adams	0 0	7 1	0 0	7 1
		Ryan Bennett	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	6 4	0 0	6 4
		Silas Aitchison	0 0	9 6	0 0	9 6
		Assigned to Individual Total	0 0	53 25	0 0	53 25
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

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Human Services

			High	Low	Medium	FCR Total
Human Services	Technical Lead/Project Manager	Anthony Booyse	0 0	1 1	0 0	1 1
		Danielle Hood	0 0	1 0	0 0	1 0
		John Stephenson	0 0	0 0	1 0	1 0
		Mart Gardner	0 0	0 0	1 0	1 0
		Martin Gonzalez	1 1	24 24	1 1	26 26
		Paul Lundell	0 0	5 0	0 0	5 0
		Assigned to Individual Total	1 1	31 25	3 1	35 27
	USIIS Outreach	Tavish Paulsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	0 0	4 1	0 0	4 1
		James Gifford	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	16 9	1 0	17 9
		Assigned to Individual Total	0 0	24 10	1 0	25 10

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Human Services

			High	Low	Medium	FCR Total
Human Services	Voice/Data/WAN Services	Art Scott	0 0	2 0	0 0	2 0
		Craig Thompson	0 0	1 1	0 0	1 1
		Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Assigned Group Total		1 1	1,796 1,100	7 1	1,804 1,102
Customer Company Total			1 1	1,796 1,100	7 1	1,804 1,102

Human Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
Human Services	Application Services	Danielle Hood	0 0	25 15	1 0	26 15
		Dustin Crump	0 0	16 11	0 0	16 11
		Martin Gonzalez	0 0	23 15	0 0	23 15
		Paul Lundell	0 0	3 3	0 0	3 3
		Terry Forsgren	0 0	5 2	0 0	5 2
		Tony Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	73 47	1 0	74 47
	Application Support	Serge Nana Tafen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Support - Content Manager	Randall Ottesen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Human Services

Human Services			High	Low	Medium	MIR Total
Human Services	Application Support - EREP Systems	Brett Palmer	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Campus Networking	Robert Ryan	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Capitol Hosting	Doug Law	0 0	2 0	0 0	2 0
		Kyle Burkhardt	0 0	1 1	0 0	1 1
		Mycah Mattox	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	6 2	0 0	6 2
	Enterprise Security	Bart Grant	0 0	1 1	0 0	1 1
		Dan Cook	0 0	1 1	0 0	1 1
		Jed Johnson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Help Desk	Brenda Treadway	0 0	24 0	0 0	24 0
		Dawn Wayment	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Help Desk	Eileen Dubach	0 0	25 0	0 0	25 0
		Fred Schmidt	0 0	1 0	0 0	1 0
		James Stearns	0 0	48 0	0 0	48 0
		Julie VanBeekum	0 0	33 1	0 0	33 1
		None	0 0	1 0	0 0	1 0
		Sarah Johnson	0 0	5 2	0 0	5 2
		Vicky Marrelli	0 0	49 0	0 0	49 0
		Assigned to Individual Total	0 0	187 3	0 0	187 3
	Mainframe Systems Support	Greg Shoop	0 0	1 0	0 0	1 0
		Lester Aoki	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Metro A Desktop Support	Adam Staks	0 0	2 0	0 0	2 0
		Michael Barth	0 0	1 0	0 0	1 0
		Mike Beynon	0 0	11 0	0 0	11 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Metro A Desktop Support	Assigned to Individual Total	0 0	14 0	0 0	14 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	0 0	2 0
		Edward Fortner	0 0	3 0	0 0	3 0
		Liz Evans	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Metro B Desktop Support	Annice Valdez	0 0	56 0	0 0	56 0
		Austin Farey	0 0	19 1	0 0	19 1
		Bill Crowther	0 0	2 0	0 0	2 0
		Cindy Reed	0 0	2 0	0 0	2 0
		Jay Locker	0 0	20 0	0 0	20 0
		Kraig Ellis	0 0	5 1	0 0	5 1
		Mike Sine	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	22 4	0 0	22 4
		Peter Musser	0 0	11 0	0 0	11 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0	11 1	0 0	11 1
		Stephanie Young	0 0	10 0	0 0	10 0
		Tyler Pearce	0 0	9 1	0 0	9 1
		Assigned to Individual Total	0 0	168 8	0 0	168 8
	Metro B Help Desk	Gary Graham	0 0	200 1	0 0	200 1
		Todd Manning	0 0	242 3	0 0	242 3
		Val Shepherd	0 0	297 19	0 0	297 19
		Assigned to Individual Total	0 0	739 23	0 0	739 23
	Metro B Hosting	James Gramse	0 0	1 0	0 0	1 0
		Justin Rasmussen	0 0	1 0	0 0	1 0
		Ken Bolkcom	0 0	1 1	1 0	2 1
		Paul Engberson	0 0	5 2	1 1	6 3
		Assigned to Individual Total	0 0	8 3	2 1	10 4
	Metro C Help Desk	Reed Stohel	0 0	86 1	0 0	86 1

Human Services

			High	Low	Medium	MIR Total
Human Services	Metro C Help Desk	Ross Owen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	89 1	0 0	89 1
	Metro D Help Desk	Doug Brown	0 0	2 0	0 0	2 0
		Matthew Earl	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Network Operations	Brian Chatwin	0 0	1 1	0 0	1 1
		Jared Elzinga	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 1	0 0	1 1
		Michael Ostrander	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	6 3	0 0	6 3
	Operations Production Control	Cal Brinton	0 0	8 0	0 0	8 0
		Christie Burnham	0 0	7 0	0 0	7 0
		Duane Hardy	0 0	8 0	0 0	8 0
		Lester Aoki	0 0	1 0	0 0	1 0

Human Services

Human Services			High	Low	Medium	MIR Total
Human Services	Operations Production Control	**Assigned to Individual Total**	0 0	24 0	0 0	24 0
	Order Desk	Alicia Ryans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	ORS Content Manager	Dan Barrett	0 0	2 0	0 0	2 0
		Jeff Symonds	0 0	2 1	0 0	2 1
		Les Roberts	0 0	2 0	0 0	2 0
		Pam Lee	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Rural Central Desktop Support	Gerald Adams	0 0	28 0	0 0	28 0
		Jay Barfuss	0 0	13 0	0 0	13 0
		Jeremy Standifird	0 0	2 0	0 0	2 0
		Jessica Purcell	0 0	16 0	0 0	16 0
		John Donaldson	0 0	12 0	0 0	12 0
		Paul Petersen	0 0	15 0	0 0	15 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Rural Central Desktop Support	Robert Case	0 0	57 1	0 0	57 1
		Rod Montoya	0 0	2 2	0 0	2 2
		Ron LeBaron	0 0	11 1	0 0	11 1
		Todd Hardy	0 0	7 0	0 0	7 0
		Troy Morris	0 0	23 2	0 0	23 2
		Assigned to Individual Total	0 0	186 6	0 0	186 6
	Rural North Desktop Support	Dane Smith	0 0	19 1	0 0	19 1
		Don Higgs	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	32 0	0 0	32 0
		Lori Hartzell	0 0	11 5	0 0	11 5
		Neil Smedley	0 0	5 1	0 0	5 1
		Ruston McKay	0 0	46 2	0 0	46 2
		Ryan Casey	0 0	12 2	0 0	12 2
		Wayne Higgs	0 0	22 0	0 0	22 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Rural North Desktop Support	**Assigned to Individual Total**	0 0	148 11	0 0	148 11
	Rural South Desktop Support	Cheri Oldham	0 0	1 1	0 0	1 1
		Cole Gifford	0 0	2 0	0 0	2 0
		Dan Anthony	0 0	13 2	0 0	13 2
		Doug Chaston	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	3 0	0 0	3 0
		Lance Nay	0 0	9 1	0 0	9 1
		Lane Adams	0 0	7 1	0 0	7 1
		Ryan Bennett	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	6 0	0 0	6 0
		Silas Aitchison	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	53 5	0 0	53 5
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

Human Services

Human Services			High	Low	Medium	MIR Total
Human Services	Technical Lead/Project Manager	Anthony Booyse	0 0	1 1	0 0	1 1
		Danielle Hood	0 0	1 1	0 0	1 1
		John Stephenson	0 0	0 0	1 1	1 1
		Mart Gardner	0 0	0 0	1 1	1 1
		Martin Gonzalez	1 0	24 16	1 1	26 17
		Paul Lundell	0 0	5 3	0 0	5 3
		Assigned to Individual Total	1 0	31 21	3 3	35 24
	USIIS Outreach	Tavish Paulsen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Voice Operations	Gail Christiansen	0 0	4 0	0 0	4 0
		James Gifford	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	16 0	1 0	17 0
		Assigned to Individual Total	0 0	24 0	1 0	25 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Voice/Data/WAN Services	Art Scott	0 0	2 0	0 0	2 0
		Craig Thompson	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Assigned Group Total		1 0	1,796 142	7 4	1,804 146
Customer Company Total			1 0	1,796 142	7 4	1,804 146

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As of **1/2/2013**

Human Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

			Top Number - Total Incidents Bottom Number -Average time in hours			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**ATTIR Total**
Human Services	Application Services	Danielle Hood	0 0.00	25 14.41	1 0.12	26 13.86
		Dustin Crump	0 0.00	16 18.87	0 0.00	16 18.87
		Martin Gonzalez	0 0.00	23 54.15	0 0.00	23 54.15
		Paul Lundell	0 0.00	3 17.36	0 0.00	3 17.36
		Terry Forsgren	0 0.00	5 1.57	0 0.00	5 1.57
		Tony Larsen	0 0.00	1 8.31	0 0.00	1 8.31
		Assigned to Individual Total	0 0.00	73 27.07	1 0.12	74 26.70
	Application Support	Serge Nana Tafen	0 0.00	2 1.88	0 0.00	2 1.88
		Assigned to Individual Total	0 0.00	2 1.88	0 0.00	2 1.88
	Application Support - Content Manager	Randall Ottesen	0 0.00	1 0.00	0 0.00	1 0.00

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Application Support - Content Manager	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - EREP Systems	Brett Palmer	0 0.00	1 0.75	0 0.00	1 0.75
		Assigned to Individual Total	0 0.00	1 0.75	0 0.00	1 0.75
	Campus Networking	Robert Ryan	0 0.00	1 1.33	0 0.00	1 1.33
		Assigned to Individual Total	0 0.00	1 1.33	0 0.00	1 1.33
	Capitol Hosting	Doug Law	0 0.00	2 0.56	0 0.00	2 0.56
		Kyle Burkhardt	0 0.00	1 1.04	0 0.00	1 1.04
		Mycah Mattox	0 0.00	3 0.74	0 0.00	3 0.74
		Assigned to Individual Total	0 0.00	6 0.73	0 0.00	6 0.73
	Enterprise Security	Bart Grant	0 0.00	1 5.21	0 0.00	1 5.21
		Dan Cook	0 0.00	1 96.49	0 0.00	1 96.49
		Jed Johnson	0 0.00	1 19.23	0 0.00	1 19.23
		Assigned to Individual Total	0 0.00	3 40.31	0 0.00	3 40.31
	Help Desk	Brenda Treadway	0 0.00	24 0.01	0 0.00	24 0.01

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Help Desk	Dawn Wayment	0 0.00	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	25 0.09	0 0.00	25 0.09
		Fred Schmidt	0 0.00	1 0.27	0 0.00	1 0.27
		James Stearns	0 0.00	48 0.09	0 0.00	48 0.09
		Julie VanBeekum	0 0.00	33 0.33	0 0.00	33 0.33
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	0 0.00	5 22.91	0 0.00	5 22.91
		Vicky Marrelli	0 0.00	49 0.05	0 0.00	49 0.05
		Assigned to Individual Total	0 0.00	187 0.72	0 0.00	187 0.72
	Mainframe Systems Support	Greg Shoop	0 0.00	1 0.30	0 0.00	1 0.30
		Lester Aoki	0 0.00	4 1.32	0 0.00	4 1.32
		Assigned to Individual Total	0 0.00	5 1.12	0 0.00	5 1.12
	Metro A Desktop Support	Adam Staks	0 0.00	2 0.21	0 0.00	2 0.21
		Michael Barth	0 0.00	1 0.35	0 0.00	1 0.35

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro A Desktop Support	Mike Beynon	0 0.00	11 0.25	0 0.00	11 0.25
		Assigned to Individual Total	0 0.00	14 0.25	0 0.00	14 0.25
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.00	0 0.00	2 0.00
		Edward Fortner	0 0.00	3 0.00	0 0.00	3 0.00
		Liz Evans	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	7 0.00	0 0.00	7 0.00
	Metro B Desktop Support	Annice Valdez	0 0.00	56 0.15	0 0.00	56 0.15
		Austin Farey	0 0.00	19 0.20	0 0.00	19 0.20
		Bill Crowther	0 0.00	2 0.12	0 0.00	2 0.12
		Cindy Reed	0 0.00	2 0.11	0 0.00	2 0.11
		Jay Locker	0 0.00	20 0.28	0 0.00	20 0.28
		Kraig Ellis	0 0.00	5 0.47	0 0.00	5 0.47
		Mike Sine	0 0.00	1 0.16	0 0.00	1 0.16
		Mike Wilde	0 0.00	22 0.53	0 0.00	22 0.53

Human Services

Human Services			High	Low	Medium	ATTIR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0.00	11 0.19	0 0.00	11 0.19
		Sean Chadbourne	0 0.00	11 0.95	0 0.00	11 0.95
		Stephanie Young	0 0.00	10 0.21	0 0.00	10 0.21
		Tyler Pearce	0 0.00	9 0.44	0 0.00	9 0.44
		Assigned to Individual Total	0 0.00	168 0.30	0 0.00	168 0.30
	Metro B Help Desk	Gary Graham	0 0.00	200 0.09	0 0.00	200 0.09
		Todd Manning	0 0.00	242 0.21	0 0.00	242 0.21
		Val Shepherd	0 0.00	297 0.53	0 0.00	297 0.53
		Assigned to Individual Total	0 0.00	739 0.31	0 0.00	739 0.31
	Metro B Hosting	James Gramse	0 0.00	1 0.00	0 0.00	1 0.00
		Justin Rasmussen	0 0.00	1 0.24	0 0.00	1 0.24
		Ken Bolkcom	0 0.00	1 1.08	1 0.05	2 0.56
		Paul Engberson	0 0.00	5 1.31	1 6.77	6 2.22
		Assigned to Individual Total	0 0.00	8 0.98	2 3.41	10 1.47

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro C Help Desk	Reed Stohel	0 0.00	86 0.04	0 0.00	86 0.04
		Ross Owen	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	89 0.03	0 0.00	89 0.03
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	0 0.00	2 0.00
		Matthew Earl	0 0.00	2 1.19	0 0.00	2 1.19
		Assigned to Individual Total	0 0.00	4 0.59	0 0.00	4 0.59
	Network Operations	Brian Chatwin	0 0.00	1 2.63	0 0.00	1 2.63
		Jared Elzinga	0 0.00	1 0.41	0 0.00	1 0.41
		Kelli Okumura	0 0.00	1 1.45	0 0.00	1 1.45
		Michael Ostrander	0 0.00	3 1.36	0 0.00	3 1.36
		Assigned to Individual Total	0 0.00	6 1.43	0 0.00	6 1.43
	Operations Production Control	Cal Brinton	0 0.00	8 0.12	0 0.00	8 0.12
		Christie Burnham	0 0.00	7 0.00	0 0.00	7 0.00
		Duane Hardy	0 0.00	8 0.13	0 0.00	8 0.13

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Operations Production Control	Lester Aoki	0 0.00	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total	0 0.00	24 0.10	0 0.00	24 0.10
	Order Desk	Alicia Ryans	0 0.00	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	0 0.00	1 0.10	0 0.00	1 0.10
	ORS Content Manager	Dan Barrett	0 0.00	2 0.38	0 0.00	2 0.38
		Jeff Symonds	0 0.00	2 1.93	0 0.00	2 1.93
		Les Roberts	0 0.00	2 0.37	0 0.00	2 0.37
		Pam Lee	0 0.00	1 0.72	0 0.00	1 0.72
		Assigned to Individual Total	0 0.00	7 0.87	0 0.00	7 0.87
	Rural Central Desktop Support	Gerald Adams	0 0.00	28 0.02	0 0.00	28 0.02
		Jay Barfuss	0 0.00	13 0.03	0 0.00	13 0.03
		Jeremy Standifird	0 0.00	2 0.00	0 0.00	2 0.00
		Jessica Purcell	0 0.00	16 0.00	0 0.00	16 0.00
		John Donaldson	0 0.00	12 0.33	0 0.00	12 0.33

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural Central Desktop Support	Paul Petersen	0 0.00	15 0.03	0 0.00	15 0.03
		Robert Case	0 0.00	57 0.19	0 0.00	57 0.19
		Rod Montoya	0 0.00	2 1.59	0 0.00	2 1.59
		Ron LeBaron	0 0.00	11 0.15	0 0.00	11 0.15
		Todd Hardy	0 0.00	7 0.00	0 0.00	7 0.00
		Troy Morris	0 0.00	23 0.27	0 0.00	23 0.27
		Assigned to Individual Total	0 0.00	186 0.15	0 0.00	186 0.15
	Rural North Desktop Support	Dane Smith	0 0.00	19 0.12	0 0.00	19 0.12
		Don Higgs	0 0.00	1 0.11	0 0.00	1 0.11
		Kim Ratushniak	0 0.00	32 0.05	0 0.00	32 0.05
		Lori Hartzell	0 0.00	11 1.56	0 0.00	11 1.56
		Neil Smedley	0 0.00	5 0.53	0 0.00	5 0.53
		Ruston McKay	0 0.00	46 0.14	0 0.00	46 0.14
		Ryan Casey	0 0.00	12 0.65	0 0.00	12 0.65

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural North Desktop Support	Wayne Higgs	0 0.00	22 0.03	0 0.00	22 0.03
		Assigned to Individual Total	0 0.00	148 0.26	0 0.00	148 0.26
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 1.19	0 0.00	1 1.19
		Cole Gifford	0 0.00	2 0.34	0 0.00	2 0.34
		Dan Anthony	0 0.00	13 0.36	0 0.00	13 0.36
		Doug Chaston	0 0.00	1 0.44	0 0.00	1 0.44
		Doug Thornton	0 0.00	3 0.49	0 0.00	3 0.49
		Lance Nay	0 0.00	9 1.53	0 0.00	9 1.53
		Lane Adams	0 0.00	7 0.42	0 0.00	7 0.42
		Ryan Bennett	0 0.00	2 0.46	0 0.00	2 0.46
		Scott Jesienouski	0 0.00	6 0.14	0 0.00	6 0.14
		Silas Aitchison	0 0.00	9 0.02	0 0.00	9 0.02
		Assigned to Individual Total	0 0.00	53 0.51	0 0.00	53 0.51
	Strategic Communications	Dennis Rogers	0 0.00	2 0.40	0 0.00	2 0.40

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Strategic Communications	Assigned to Individual Total	0 0.00	2 0.40	0 0.00	2 0.40
	Technical Lead/Project Manager	Anthony Booyse	0 0.00	1 23.14	0 0.00	1 23.14
		Danielle Hood	0 0.00	1 9.39	0 0.00	1 9.39
		John Stephenson	0 0.00	0 0.00	1 2.72	1 2.72
		Mart Gardner	0 0.00	0 0.00	1 3.79	1 3.79
		Martin Gonzalez	1 0.70	24 8.74	1 32.27	26 9.34
		Paul Lundell	0 0.00	5 1.09	0 0.00	5 1.09
		Assigned to Individual Total	1 0.70	31 8.00	3 12.92	35 8.21
	USIIS Outreach	Tavish Paulsen	0 0.00	2 1.86	0 0.00	2 1.86
		Assigned to Individual Total	0 0.00	2 1.86	0 0.00	2 1.86
	Voice Operations	Gail Christiansen	0 0.00	4 0.22	0 0.00	4 0.22
		James Gifford	0 0.00	1 0.37	0 0.00	1 0.37
		Leon Owen	0 0.00	3 0.34	0 0.00	3 0.34
		Romanza Hamblin Sorensen	0 0.00	16 0.25	1 0.07	17 0.24

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Voice Operations	Assigned to Individual Total	0 0.00	24 0.26	1 0.07	25 0.25
	Voice/Data/WAN Services	Art Scott	0 0.00	2 0.37	0 0.00	2 0.37
		Craig Thompson	0 0.00	1 0.05	0 0.00	1 0.05
		Mark Thomas	0 0.00	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	0 0.00	4 0.24	0 0.00	4 0.24
	Assigned Group Total		1 0.70	1,796 1.62	7 6.54	1,804 1.64
Customer Company Total			1 0.70	1,796 1.62	7 6.54	1,804 1.64

Human Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MR Total
Human Services	Application Services	Danielle Hood	0 0	25 16	1 1	26 17
		Dustin Crump	0 0	16 13	0 0	16 13
		Martin Gonzalez	0 0	23 13	0 0	23 13
		Paul Lundell	0 0	3 1	0 0	3 1
		Terry Forsgren	0 0	5 0	0 0	5 0
		Tony Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	73 44	1 1	74 45
	Application Support	Serge Nana Tafen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Content Manager	Randall Ottesen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	MR Total
Human Services	Application Support - EREP Systems	Brett Palmer	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Campus Networking	Robert Ryan	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Capitol Hosting	Doug Law	0 0	2 0	0 0	2 0
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Mycah Mattox	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		Dan Cook	0 0	1 1	0 0	1 1
		Jed Johnson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Help Desk	Brenda Treadway	0 0	24 0	0 0	24 0
		Dawn Wayment	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	MR Total
Human Services	Help Desk	Eileen Dubach	0 0	25 0	0 0	25 0
		Fred Schmidt	0 0	1 0	0 0	1 0
		James Stearns	0 0	48 1	0 0	48 1
		Julie VanBeekum	0 0	33 1	0 0	33 1
		None	0 0	1 0	0 0	1 0
		Sarah Johnson	0 0	5 4	0 0	5 4
		Vicky Marrelli	0 0	49 0	0 0	49 0
		Assigned to Individual Total	0 0	187 6	0 0	187 6
	Mainframe Systems Support	Greg Shoop	0 0	1 0	0 0	1 0
		Lester Aoki	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Metro A Desktop Support	Adam Staks	0 0	2 0	0 0	2 0
		Michael Barth	0 0	1 0	0 0	1 0
		Mike Beynon	0 0	11 0	0 0	11 0

Human Services

			High	Low	Medium	MR Total
Human Services	Metro A Desktop Support	**Assigned to Individual Total**	0 0	14 0	0 0	14 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	0 0	2 0
		Edward Fortner	0 0	3 0	0 0	3 0
		Liz Evans	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Metro B Desktop Support	Annice Valdez	0 0	56 1	0 0	56 1
		Austin Farey	0 0	19 0	0 0	19 0
		Bill Crowther	0 0	2 0	0 0	2 0
		Cindy Reed	0 0	2 0	0 0	2 0
		Jay Locker	0 0	20 1	0 0	20 1
		Kraig Ellis	0 0	5 0	0 0	5 0
		Mike Sine	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	22 2	0 0	22 2
		Peter Musser	0 0	11 0	0 0	11 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0	11 0	0 0	11 0
		Stephanie Young	0 0	10 0	0 0	10 0
		Tyler Pearce	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	168 4	0 0	168 4
	Metro B Help Desk	Gary Graham	0 0	200 1	0 0	200 1
		Todd Manning	0 0	242 0	0 0	242 0
		Val Shepherd	0 0	297 4	0 0	297 4
		Assigned to Individual Total	0 0	739 5	0 0	739 5
	Metro B Hosting	James Gramse	0 0	1 0	0 0	1 0
		Justin Rasmussen	0 0	1 0	0 0	1 0
		Ken Bolkcom	0 0	1 0	1 0	2 0
		Paul Engberson	0 0	5 0	1 1	6 1
		Assigned to Individual Total	0 0	8 0	2 1	10 1
	Metro C Help Desk	Reed Stohel	0 0	86 0	0 0	86 0

Human Services

			High	Low	Medium	MR Total
Human Services	Metro C Help Desk	Ross Owen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	89 0	0 0	89 0
	Metro D Help Desk	Doug Brown	0 0	2 0	0 0	2 0
		Matthew Earl	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Operations Production Control	Cal Brinton	0 0	8 0	0 0	8 0
		Christie Burnham	0 0	7 0	0 0	7 0
		Duane Hardy	0 0	8 0	0 0	8 0
		Lester Aoki	0 0	1 0	0 0	1 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Operations Production Control	**Assigned to Individual Total**	0 0	24 0	0 0	24 0
	Order Desk	Alicia Ryans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	ORS Content Manager	Dan Barrett	0 0	2 0	0 0	2 0
		Jeff Symonds	0 0	2 0	0 0	2 0
		Les Roberts	0 0	2 0	0 0	2 0
		Pam Lee	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Rural Central Desktop Support	Gerald Adams	0 0	28 0	0 0	28 0
		Jay Barfuss	0 0	13 0	0 0	13 0
		Jeremy Standifird	0 0	2 0	0 0	2 0
		Jessica Purcell	0 0	16 0	0 0	16 0
		John Donaldson	0 0	12 0	0 0	12 0
		Paul Petersen	0 0	15 0	0 0	15 0

Human Services

			High	Low	Medium	MR Total
Human Services	Rural Central Desktop Support	Robert Case	0 0	57 0	0 0	57 0
		Rod Montoya	0 0	2 0	0 0	2 0
		Ron LeBaron	0 0	11 1	0 0	11 1
		Todd Hardy	0 0	7 0	0 0	7 0
		Troy Morris	0 0	23 0	0 0	23 0
		Assigned to Individual Total	0 0	186 1	0 0	186 1
	Rural North Desktop Support	Dane Smith	0 0	19 0	0 0	19 0
		Don Higgs	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	32 0	0 0	32 0
		Lori Hartzell	0 0	11 1	0 0	11 1
		Neil Smedley	0 0	5 0	0 0	5 0
		Ruston McKay	0 0	46 0	0 0	46 0
		Ryan Casey	0 0	12 0	0 0	12 0
		Wayne Higgs	0 0	22 0	0 0	22 0

Human Services

			High	Low	Medium	MR Total
Human Services	Rural North Desktop Support	**Assigned to Individual Total**	0 0	148 1	0 0	148 1
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Cole Gifford	0 0	2 0	0 0	2 0
		Dan Anthony	0 0	13 0	0 0	13 0
		Doug Chaston	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	3 0	0 0	3 0
		Lance Nay	0 0	9 1	0 0	9 1
		Lane Adams	0 0	7 1	0 0	7 1
		Ryan Bennett	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	6 0	0 0	6 0
		Silas Aitchison	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	53 2	0 0	53 2
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Technical Lead/Project Manager	Anthony Booyse	0 0	1 1	0 0	1 1
		Danielle Hood	0 0	1 1	0 0	1 1
		John Stephenson	0 0	0 0	1 0	1 0
		Mart Gardner	0 0	0 0	1 1	1 1
		Martin Gonzalez	1 0	24 18	1 1	26 19
		Paul Lundell	0 0	5 0	0 0	5 0
		Assigned to Individual Total	1 0	31 20	3 2	35 22
	USIIS Outreach	Tavish Paulsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	0 0	4 0	0 0	4 0
		James Gifford	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	16 0	1 0	17 0
		Assigned to Individual Total	0 0	24 0	1 0	25 0

Human Services

			High	Low	Medium	MR Total
Human Services	Voice/Data/WAN Services	Art Scott	0 0	2 0	0 0	2 0
		Craig Thompson	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Assigned Group Total		1 0	1,796 87	7 4	1,804 91
Customer Company Total			1 0	1,796 87	7 4	1,804 91

Human Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | | | **Top Number - Total Incidents** | | | |
| | | | **Bottom Number - Average time in hours** | | | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**ATTR Total**
Human Services	Application Services	Danielle Hood	0 0.00	25 32.59	1 9.68	26 31.71
		Dustin Crump	0 0.00	16 26.98	0 0.00	16 26.98
		Martin Gonzalez	0 0.00	23 71.17	0 0.00	23 71.17
		Paul Lundell	0 0.00	3 17.36	0 0.00	3 17.36
		Terry Forsgren	0 0.00	5 1.97	0 0.00	5 1.97
		Tony Larsen	0 0.00	1 8.31	0 0.00	1 8.31
		Assigned to Individual Total	0 0.00	73 40.46	1 9.68	74 40.05
	Application Support	Serge Nana Tafen	0 0.00	2 1.88	0 0.00	2 1.88
		Assigned to Individual Total	0 0.00	2 1.88	0 0.00	2 1.88
	Application Support - Content Manager	Randall Ottesen	0 0.00	1 0.91	0 0.00	1 0.91

Human Services

			High	Low	Medium	ATTR Total
Human Services	Application Support - Content Manager	Assigned to Individual Total	0 0.00	1 0.91	0 0.00	1 0.91
	Application Support - EREP Systems	Brett Palmer	0 0.00	1 0.75	0 0.00	1 0.75
		Assigned to Individual Total	0 0.00	1 0.75	0 0.00	1 0.75
	Campus Networking	Robert Ryan	0 0.00	1 98.19	0 0.00	1 98.19
		Assigned to Individual Total	0 0.00	1 98.19	0 0.00	1 98.19
	Capitol Hosting	Doug Law	0 0.00	2 1.31	0 0.00	2 1.31
		Kyle Burkhardt	0 0.00	1 1.04	0 0.00	1 1.04
		Mycah Mattox	0 0.00	3 1.53	0 0.00	3 1.53
		Assigned to Individual Total	0 0.00	6 1.38	0 0.00	6 1.38
	Enterprise Security	Bart Grant	0 0.00	1 5.52	0 0.00	1 5.52
		Dan Cook	0 0.00	1 97.55	0 0.00	1 97.55
		Jed Johnson	0 0.00	1 19.55	0 0.00	1 19.55
		Assigned to Individual Total	0 0.00	3 40.87	0 0.00	3 40.87
	Help Desk	Brenda Treadway	0 0.00	24 0.04	0 0.00	24 0.04

Human Services

			High	Low	Medium	ATTR Total
Human Services	Help Desk	Dawn Wayment	0 0.00	1 0.08	0 0.00	1 0.08
		Eileen Dubach	0 0.00	25 0.11	0 0.00	25 0.11
		Fred Schmidt	0 0.00	1 1.18	0 0.00	1 1.18
		James Stearns	0 0.00	48 1.40	0 0.00	48 1.40
		Julie VanBeekum	0 0.00	33 0.50	0 0.00	33 0.50
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	0 0.00	5 47.58	0 0.00	5 47.58
		Vicky Marrelli	0 0.00	49 0.24	0 0.00	49 0.24
		Assigned to Individual Total	0 0.00	187 1.83	0 0.00	187 1.83
	Mainframe Systems Support	Greg Shoop	0 0.00	1 0.55	0 0.00	1 0.55
		Lester Aoki	0 0.00	4 2.88	0 0.00	4 2.88
		Assigned to Individual Total	0 0.00	5 2.41	0 0.00	5 2.41
	Metro A Desktop Support	Adam Staks	0 0.00	2 1.69	0 0.00	2 1.69
		Michael Barth	0 0.00	1 0.35	0 0.00	1 0.35

Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro A Desktop Support	Mike Beynon	0 0.00	11 0.45	0 0.00	11 0.45
		Assigned to Individual Total	0 0.00	14 0.62	0 0.00	14 0.62
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.14	0 0.00	2 0.14
		Edward Fortner	0 0.00	3 0.04	0 0.00	3 0.04
		Liz Evans	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	7 0.06	0 0.00	7 0.06
	Metro B Desktop Support	Annice Valdez	0 0.00	56 0.69	0 0.00	56 0.69
		Austin Farey	0 0.00	19 0.44	0 0.00	19 0.44
		Bill Crowther	0 0.00	2 1.75	0 0.00	2 1.75
		Cindy Reed	0 0.00	2 0.42	0 0.00	2 0.42
		Jay Locker	0 0.00	20 0.93	0 0.00	20 0.93
		Kraig Ellis	0 0.00	5 1.40	0 0.00	5 1.40
		Mike Sine	0 0.00	1 0.16	0 0.00	1 0.16
		Mike Wilde	0 0.00	22 1.62	0 0.00	22 1.62

Human Services

Human Services			High	Low	Medium	ATTR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0.00	11 0.93	0 0.00	11 0.93
		Sean Chadbourne	0 0.00	10 0.29	0 0.00	10 0.29
		Stephanie Young	0 0.00	10 0.39	0 0.00	10 0.39
		Tyler Pearce	0 0.00	9 0.47	0 0.00	9 0.47
		Assigned to Individual Total	0 0.00	167 0.80	0 0.00	167 0.80
	Metro B Help Desk	Gary Graham	0 0.00	200 0.26	0 0.00	200 0.26
		Todd Manning	0 0.00	241 0.09	0 0.00	241 0.09
		Val Shepherd	0 0.00	297 1.11	0 0.00	297 1.11
		Assigned to Individual Total	0 0.00	738 0.55	0 0.00	738 0.55
	Metro B Hosting	James Gramse	0 0.00	1 0.13	0 0.00	1 0.13
		Justin Rasmussen	0 0.00	1 0.68	0 0.00	1 0.68
		Ken Bolkcom	0 0.00	1 1.49	1 0.97	2 1.23
		Paul Engberson	0 0.00	5 2.81	1 6.77	6 3.47
		Assigned to Individual Total	0 0.00	8 2.05	2 3.87	10 2.41

Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro C Help Desk	Reed Stohel	0 0.00	86 0.04	0 0.00	86 0.04
		Ross Owen	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	89 0.03	0 0.00	89 0.03
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	0 0.00	2 0.00
		Matthew Earl	0 0.00	2 1.28	0 0.00	2 1.28
		Assigned to Individual Total	0 0.00	4 0.64	0 0.00	4 0.64
	Network Operations	Brian Chatwin	0 0.00	1 2.63	0 0.00	1 2.63
		Jared Elzinga	0 0.00	1 0.41	0 0.00	1 0.41
		Kelli Okumura	0 0.00	1 5.99	0 0.00	1 5.99
		Michael Ostrander	0 0.00	3 1.95	0 0.00	3 1.95
		Assigned to Individual Total	0 0.00	6 2.48	0 0.00	6 2.48
	Operations Production Control	Cal Brinton	0 0.00	8 0.20	0 0.00	8 0.20
		Christie Burnham	0 0.00	7 0.03	0 0.00	7 0.03
		Duane Hardy	0 0.00	8 0.29	0 0.00	8 0.29

Human Services

			High	Low	Medium	ATTR Total
Human Services	Operations Production Control	Lester Aoki	0 0.00	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total	0 0.00	24 0.19	0 0.00	24 0.19
	Order Desk	Alicia Ryans	0 0.00	1 1.33	0 0.00	1 1.33
		Assigned to Individual Total	0 0.00	1 1.33	0 0.00	1 1.33
	ORS Content Manager	Dan Barrett	0 0.00	2 0.71	0 0.00	2 0.71
		Jeff Symonds	0 0.00	2 1.93	0 0.00	2 1.93
		Les Roberts	0 0.00	2 0.37	0 0.00	2 0.37
		Pam Lee	0 0.00	1 0.72	0 0.00	1 0.72
		Assigned to Individual Total	0 0.00	7 0.96	0 0.00	7 0.96
	Rural Central Desktop Support	Gerald Adams	0 0.00	28 0.14	0 0.00	28 0.14
		Jay Barfuss	0 0.00	13 0.17	0 0.00	13 0.17
		Jeremy Standifird	0 0.00	2 2.29	0 0.00	2 2.29
		Jessica Purcell	0 0.00	16 0.00	0 0.00	16 0.00
		John Donaldson	0 0.00	12 1.03	0 0.00	12 1.03

Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural Central Desktop Support	Paul Petersen	0 0.00	15 2.30	0 0.00	15 2.30
		Robert Case	0 0.00	56 0.28	0 0.00	56 0.28
		Rod Montoya	0 0.00	2 1.59	0 0.00	2 1.59
		Ron LeBaron	0 0.00	11 1.68	0 0.00	11 1.68
		Todd Hardy	0 0.00	7 3.02	0 0.00	7 3.02
		Troy Morris	0 0.00	23 0.75	0 0.00	23 0.75
		Assigned to Individual Total	0 0.00	185 0.71	0 0.00	185 0.71
	Rural North Desktop Support	Dane Smith	0 0.00	19 0.14	0 0.00	19 0.14
		Don Higgs	0 0.00	1 0.13	0 0.00	1 0.13
		Kim Ratushniak	0 0.00	32 0.06	0 0.00	32 0.06
		Lori Hartzell	0 0.00	11 1.65	0 0.00	11 1.65
		Neil Smedley	0 0.00	5 0.53	0 0.00	5 0.53
		Ruston McKay	0 0.00	46 0.35	0 0.00	46 0.35
		Ryan Casey	0 0.00	12 0.78	0 0.00	12 0.78

Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural North Desktop Support	Wayne Higgs	0 0.00	22 0.84	0 0.00	22 0.84
		Assigned to Individual Total	0 0.00	148 0.47	0 0.00	148 0.47
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 1.19	0 0.00	1 1.19
		Cole Gifford	0 0.00	2 0.34	0 0.00	2 0.34
		Dan Anthony	0 0.00	13 0.49	0 0.00	13 0.49
		Doug Chaston	0 0.00	1 0.44	0 0.00	1 0.44
		Doug Thornton	0 0.00	3 0.53	0 0.00	3 0.53
		Lance Nay	0 0.00	9 1.73	0 0.00	9 1.73
		Lane Adams	0 0.00	7 1.33	0 0.00	7 1.33
		Ryan Bennett	0 0.00	2 0.46	0 0.00	2 0.46
		Scott Jesienouski	0 0.00	6 0.30	0 0.00	6 0.30
		Silas Aitchison	0 0.00	9 0.02	0 0.00	9 0.02
		Assigned to Individual Total	0 0.00	53 0.73	0 0.00	53 0.73
	Strategic Communications	Dennis Rogers	0 0.00	2 2.61	0 0.00	2 2.61

Human Services

			High	Low	Medium	ATTR Total
Human Services	Strategic Communications	**Assigned to Individual Total**	0 0.00	2 2.61	0 0.00	2 2.61
	Technical Lead/Project Manager	Anthony Booyse	0 0.00	1 23.17	0 0.00	1 23.17
		Danielle Hood	0 0.00	1 15.49	0 0.00	1 15.49
		John Stephenson	0 0.00	0 0.00	1 2.72	1 2.72
		Mart Gardner	0 0.00	0 0.00	1 7.62	1 7.62
		Martin Gonzalez	1 0.74	24 41.55	1 79.33	26 41.43
		Paul Lundell	0 0.00	5 1.09	0 0.00	5 1.09
		Assigned to Individual Total	1 0.74	31 33.59	3 29.89	35 32.33
	USIIS Outreach	Tavish Paulsen	0 0.00	2 5.81	0 0.00	2 5.81
		Assigned to Individual Total	0 0.00	2 5.81	0 0.00	2 5.81
	Voice Operations	Gail Christiansen	0 0.00	4 0.37	0 0.00	4 0.37
		James Gifford	0 0.00	1 0.37	0 0.00	1 0.37
		Leon Owen	0 0.00	3 0.34	0 0.00	3 0.34
		Romanza Hamblin Sorensen	0 0.00	16 0.46	1 0.07	17 0.43

Human Services

			High	Low	Medium	ATTR Total
Human Services	Voice Operations	**Assigned to Individual Total**	0 0.00	24 0.42	1 0.07	25 0.41
	Voice/Data/WAN Services	Art Scott	0 0.00	2 0.49	0 0.00	2 0.49
		Craig Thompson	0 0.00	1 0.13	0 0.00	1 0.13
		Mark Thomas	0 0.00	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	0 0.00	4 0.32	0 0.00	4 0.32
	Assigned Group Total		1 0.74	1,793 3.06	7 15.31	1,801 3.11
Customer Company Total			1 0.74	1,793 3.06	7 15.31	1,801 3.11

Human Services

Detail

INC000000578397	Lisa Wilcock	None	None	SAFE		TIR Missed: No	0.32
Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000588449	Jackie Southwick	PC/Laptop	Performance	None		TIR Missed: Yes	4.13
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	4.13
INC000000588873	Doug Spencer	PC/Laptop	Error	None		TIR Missed: No	0.34
Rural South Desktop Support	Ryan Bennett	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000603224	Anna Cervantes	Software	Application	Citrix ICA Client		TIR Missed: No	0.10
Application Services	Terry Forsgren	Human Services	Low	Closed	TTR Missed: No	1.29
INC000000604369	Jamie Howells	PC/Laptop	Error	None		TIR Missed: No	0.29
Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000606372	Justina Flesher	Application	None	Gmail		TIR Missed: Yes	45.00
Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: Yes	45.00
INC000000606765	Melinda Sandoval	Application	None	Gmail		TIR Missed: Yes	124.45
Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: Yes	124.45
INC000000606907	Cynthia Gardner	Application	Error	Gmail		TIR Missed: Yes	1.39
Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: Yes	24.43
INC000000607106	Marcie Valenzuela	Application	None	Gmail		TIR Missed: Yes	25.33
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: Yes	25.34
INC000000607155	Anna Owen	Application	None	Gmail		TIR Missed: Yes	5.02
Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: Yes	10.18
INC000000607160	Jamie John	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	11.89
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: Yes	11.95
INC000000607284	Darrin Judd	None	None	Droid		TIR Missed: Yes	11.18
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: Yes	11.30
INC000000607287	Kris Shaw	Application	None	Gmail		TIR Missed: Yes	152.93
Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: Yes	152.95
INC000000607325	Justina Flesher	None	None	None		TIR Missed: Yes	3.79
Technical Lead/Project Manager	Mart Gardner	Human Services	Medium	Closed	TTR Missed: Yes	7.62
INC000000607435	Sherrie Pendleton	Application	None	Gmail		TIR Missed: Yes	1.32
Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: Yes	152.09
INC000000607504	Arthur Hobbs	None	None	None		TIR Missed: No	0.28
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.28

Human Services

Incident	Name	Category	Type	Service		Priority	Status	Missed	Time
INC000000607505	Justina Flesher	None	None	None				TIR Missed: Yes	2.72
	Technical Lead/Project Manager	John Stephenson	Human Services		Medium		Closed	TTR Missed: No	2.72
INC000000607533	Rebekah Schiffman	Application	None	Gmail				TIR Missed: Yes	151.55
	Application Services	Martin Gonzalez	Human Services		Low		Closed	TTR Missed: Yes	151.67
INC000000607648	Nicole Nielsen	Application	None	Gmail				TIR Missed: Yes	9.12
	Technical Lead/Project Manager	Martin Gonzalez	Human Services		Low		Closed	TTR Missed: Yes	10.40
INC000000607690	Kristen Soto	Application	Password	Gmail				TIR Missed: No	0.04
	Application Services	Dustin Crump	Human Services		Low		Closed	TTR Missed: Yes	20.57
INC000000607738	Sharla Bayles	Mobile Devices	Error	Novell GroupWise PDA Connec				TIR Missed: No	0.13
	Application Services	Dustin Crump	Human Services		Low		Closed	TTR Missed: No	5.62
INC000000607839	Carol Voorhees	Application	Reporting	None				TIR Missed: No	0.39
	Application Support	Serge Nana Tafen	Human Services		Low		Closed	TTR Missed: No	0.39
INC000000607856	Ming Wang	Application	Error	Gmail				TIR Missed: No	0.43
	Application Services	Martin Gonzalez	Human Services		Low		Closed	TTR Missed: No	0.44
INC000000608013	Johnathan Rowley	None	None	Gmail				TIR Missed: Yes	33.75
	Application Services	Dustin Crump	Human Services		Low		Closed	TTR Missed: Yes	33.75
INC000000608310	LynNae T Pena	Application	None	Gmail				TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Human Services		Low		Closed	TTR Missed: No	4.76
INC000000608326	Wendy Ludlow	None	None	Gmail				TIR Missed: No	0.12
	Application Services	Danielle Hood	Human Services		Low		Closed	TTR Missed: No	0.12
INC000000608569	Cheryl Schilling	Application	None	Gmail				TIR Missed: Yes	150.91
	Application Services	Martin Gonzalez	Human Services		Low		Closed	TTR Missed: Yes	150.91
INC000000608571	Nicole Sweat	None	None	Gmail				TIR Missed: Yes	3.14
	Technical Lead/Project Manager	Paul Lundell	Human Services		Low		Closed	TTR Missed: No	3.14
INC000000608712	Marcie Valenzuela	Application	None	Gmail				TIR Missed: Yes	32.27
	Technical Lead/Project Manager	Martin Gonzalez	Human Services		Medium		Closed	TTR Missed: Yes	79.33
INC000000608858	Don Thompson	Application	None	Gmail				TIR Missed: Yes	31.48
	Technical Lead/Project Manager	Martin Gonzalez	Human Services		Low		Resolved	TTR Missed: Yes	151.53
INC000000608865	Vickki Carver	None	None	Gmail				TIR Missed: Yes	1.04
	Technical Lead/Project Manager	Paul Lundell	Human Services		Low		Closed	TTR Missed: No	1.04
INC000000608906	Linh Tran	Application	None	Gmail				TIR Missed: Yes	237.11
	Application Services	Martin Gonzalez	Human Services		Low		Resolved	TTR Missed: Yes	237.13
INC000000608969	Johnathan Rowley	Application	Error	Gmail				TIR Missed: No	0.12
	Technical Lead/Project Manager	Paul Lundell	Human Services		Low		Closed	TTR Missed: No	0.12

Human Services

Incident	Name	Category	Type	Service		Priority	Status	TIR/TTR Missed		Value
INC000000609121	Raelyn Schenk	None	None	Gmail				TIR Missed: No		0.15
	Technical Lead/Project Manager	Paul Lundell	Human Services			Low	Closed	TTR Missed: No		0.15
INC000000609224	Justina Flesher	Application	None	Gmail				TIR Missed: No		0.65
	Technical Lead/Project Manager	Martin Gonzalez	Human Services			Low	Closed	TTR Missed: Yes		28.35
INC000000609293	Cara Ross	None	None	Gmail				TIR Missed: Yes		9.39
	Technical Lead/Project Manager	Danielle Hood	Human Services			Low	Closed	TTR Missed: Yes		15.49
INC000000609359	Lois Munson	Application	Error	Gmail				TIR Missed: No		0.00
	Technical Lead/Project Manager	Martin Gonzalez	Human Services			Low	Resolved	TTR Missed: No		0.00
INC000000609485	Russell Bingham	PC/Laptop	None	None				TIR Missed: No		0.32
	Rural South Desktop Support	Scott Jesienouski	Human Services			Low	Closed	TTR Missed: No		0.32
INC000000609746	Amanda Alkema	Application	None	Gmail				TIR Missed: No		0.70
	Technical Lead/Project Manager	Martin Gonzalez	Human Services			High	Closed	TTR Missed: No		0.74
INC000000609794	Amanda Alkema	Application	None	Gmail				TIR Missed: Yes		15.60
	Technical Lead/Project Manager	Martin Gonzalez	Human Services			Low	Closed	TTR Missed: Yes		37.38
INC000000609815	Steve Wrigley	Application	Error	Gmail				TIR Missed: Yes		33.92
	Technical Lead/Project Manager	Martin Gonzalez	Human Services			Low	Closed	TTR Missed: Yes		60.41
INC000000609906	Barbara Shields	Application	Error	Gmail				TIR Missed: Yes		5.73
	Technical Lead/Project Manager	Martin Gonzalez	Human Services			Low	Closed	TTR Missed: Yes		11.56
INC000000609971	Shanel Long	None	None	Gmail				TIR Missed: No		0.06
	Metro B Desktop Support	Stephanie Young	Human Services			Low	Closed	TTR Missed: No		1.23
INC000000610083	Justina Flesher	Application	None	Gmail				TIR Missed: Yes		4.04
	Technical Lead/Project Manager	Martin Gonzalez	Human Services			Low	Closed	TTR Missed: Yes		10.00
INC000000610087	Lori Orton	Application	Error	Gmail				TIR Missed: Yes		13.30
	Rural South Desktop Support	Lance Nay	Human Services			Low	Closed	TTR Missed: Yes		15.14
INC000000610244	Mark Perry	Application	None	Gmail				TIR Missed: Yes		1.49
	Technical Lead/Project Manager	Martin Gonzalez	Human Services			Low	Closed	TTR Missed: Yes		9.04
INC000000610275	Jill Colvin	Application	None	Gmail				TIR Missed: Yes		2.07
	Technical Lead/Project Manager	Martin Gonzalez	Human Services			Low	Closed	TTR Missed: Yes		49.79
INC000000610374	Jennifer Gee	None	None	Gmail				TIR Missed: Yes		19.23
	Enterprise Security	Jed Johnson	Human Services			Low	Closed	TTR Missed: Yes		19.55
INC000000610868	Jonathan Christopher Harr	None	None	Gmail				TIR Missed: No		0.54
	Application Services	Dustin Crump	Human Services			Low	Closed	TTR Missed: No		0.59
INC000000611072	Jared Bond	None	None	Gmail				TIR Missed: No		0.38
	Capitol Hosting	Doug Law	Human Services			Low	Closed	TTR Missed: No		1.25

Human Services

Incident	Name	Type	Category	Product			TIR		Value 1
INC000000611251	Britany A Nixon	None	None	Gmail			TIR Missed:	Yes	50.94
	Application Services	Dustin Crump	Human Services	Low		Closed	TTR Missed:	Yes	50.94
INC000000611586	Brent Perry	Application	None	Gmail			TIR Missed:	Yes	7.04
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low		Resolved	TTR Missed:	Yes	124.93
INC000000611868	Mindy Pearson	Application	None	Gmail			TIR Missed:	Yes	3.64
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low		Closed	TTR Missed:	Yes	58.05
INC000000611876	Brad Loveland	Application	None	Gmail			TIR Missed:	No	0.47
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low		Resolved	TTR Missed:	No	3.62
INC000000611911	Susannah Burt	Application	None	Gmail			TIR Missed:	Yes	3.28
	Application Services	Martin Gonzalez	Human Services	Low		Closed	TTR Missed:	No	4.92
INC000000611993	Daniel Musto	Application	None	Gmail			TIR Missed:	Yes	3.67
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low		Resolved	TTR Missed:	No	3.68
INC000000612110	Wilton Lolofie	Application	None	Gmail			TIR Missed:	Yes	1.19
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low		Closed	TTR Missed:	Yes	54.93
INC000000612458	Theresa Richardson	Application	Error	Gmail			TIR Missed:	Yes	5.34
	Application Services	Paul Lundell	Human Services	Low		Closed	TTR Missed:	No	5.34
INC000000612503	Scott Jacobson	Server	Performance	None			TIR Missed:	Yes	1.33
	Campus Networking	Robert Ryan	Human Services	Low		Closed	TTR Missed:	Yes	98.19
INC000000612514	Daniel Musto	Application	None	Gmail			TIR Missed:	No	0.20
	Application Services	Martin Gonzalez	Human Services	Low		Resolved	TTR Missed:	Yes	32.36
INC000000612795	Justina Flesher	Application	None	Gmail			TIR Missed:	Yes	37.52
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low		Closed	TTR Missed:	Yes	37.66
INC000000612816	Vern Greenhalgh	Application	Error	Gmail			TIR Missed:	Yes	1.80
	Metro B Help Desk	Val Shepherd	Human Services	Low		Resolved	TTR Missed:	No	1.80
INC000000613005	Rachel Mccracken	Application	Error	Postini			TIR Missed:	No	0.05
	Application Services	Martin Gonzalez	Human Services	Low		Resolved	TTR Missed:	No	1.17
INC000000613118	Sherilyn Kent	Application	Error	Gmail			TIR Missed:	No	0.05
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low		Resolved	TTR Missed:	Yes	112.30
INC000000613119	Elitza Padilla	Application	Error	Gmail			TIR Missed:	Yes	1.32
	Application Services	Martin Gonzalez	Human Services	Low		Resolved	TTR Missed:	No	1.37
INC000000613228	Lisa Marie Smith	None	None	Adobe Acrobat			TIR Missed:	No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low		Closed	TTR Missed:	No	0.00
INC000000613349	Linda Moon	None	None	None			TIR Missed:	Yes	62.30
	Application Services	Danielle Hood	Human Services	Low		Closed	TTR Missed:	Yes	62.30

Human Services

Incident	Name	Type	Category	Service		Priority	Status	TIR/TTR	Value
INC000000613726	Stacey Gleed	None	None	Gmail				TIR Missed: Yes	56.89
	Application Services	Danielle Hood	Human Services		Low	Closed		TTR Missed: Yes	56.89
INC000000613825	Sara Scott	Application	None	Gmail				TIR Missed: Yes	5.55
	Technical Lead/Project Manager	Martin Gonzalez	Human Services		Low	Closed		TTR Missed: No	5.55
INC000000614571	Stacy Miller	Application	Password	Utah Master Directory				TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved		TTR Missed: Yes	116.05
INC000000614678	Jacki Mitchell	Application	None	Gmail				TIR Missed: Yes	6.39
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved		TTR Missed: Yes	7.15
INC000000615026	Jesse Hudson	Application	None	Gmail				TIR Missed: No	0.24
	Application Services	Martin Gonzalez	Human Services		Low	Resolved		TTR Missed: No	4.55
INC000000615074	Katie Mead	Application	Reporting	Gmail				TIR Missed: No	0.07
	Technical Lead/Project Manager	Martin Gonzalez	Human Services		Low	Closed		TTR Missed: No	1.83
INC000000615135	Judy Hammer	None	None	None				TIR Missed: Yes	85.76
	Application Services	Dustin Crump	Human Services		Low	Closed		TTR Missed: Yes	102.76
INC000000615140	Stephanie Higbee	Application	None	Gmail				TIR Missed: Yes	172.07
	Application Services	Martin Gonzalez	Human Services		Low	Resolved		TTR Missed: Yes	172.07
INC000000615143	Rod Layton	Application	Password	Gmail				TIR Missed: No	0.28
	Help Desk	James Stearns	Human Services		Low	Closed		TTR Missed: No	2.57
INC000000615225	Nephi Penerosa	Network	None	None				TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed		TTR Missed: No	0.29
INC000000615246	Brett Nelson	Application	None	Gmail				TIR Missed: Yes	1.54
	Application Services	Martin Gonzalez	Human Services		Low	Resolved		TTR Missed: No	1.71
INC000000615590	Rod Layton	Application	Error	Gmail				TIR Missed: No	0.08
	Technical Lead/Project Manager	Martin Gonzalez	Human Services		Low	Resolved		TTR Missed: Yes	109.60
INC000000615651	Tammy Ardohain	None	None	None				TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services		Low	Closed		TTR Missed: No	0.03
INC000000615765	Chris Bodmer	Application	Reporting	Gmail				TIR Missed: No	0.05
	Help Desk	James Stearns	Human Services		Low	Closed		TTR Missed: No	1.80
INC000000615870	Clark Staley	None	None	Gmail				TIR Missed: Yes	66.36
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed		TTR Missed: Yes	66.76
INC000000616208	Josephine Ishaya	Network	None	None				TIR Missed: No	0.07
	Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed		TTR Missed: No	0.07
INC000000616402	Susan Llewellyn	None	None	Gmail				TIR Missed: Yes	1.02
	Technical Lead/Project Manager	Paul Lundell	Human Services		Low	Closed		TTR Missed: No	1.02

Human Services

Incident	User	Category	Type	Item	Priority	Status	TIR Missed		TTR Missed		Time
INC000000616487	Lennie Knowlton	PC/Laptop	Error	None			TIR Missed:	No			0.20
	Metro B Desktop Support	Peter Musser	Human Services		Low	Closed	TTR Missed:	No			2.45
INC000000616491	Natalie Holt	Telecom	Hardware	Telephone			TIR Missed:	No			0.18
	Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed:	No			0.18
INC000000616506	Josephine Ishaya	Application	None	Gmail			TIR Missed:	No			0.76
	Application Services	Martin Gonzalez	Human Services		Low	Resolved	TTR Missed:	Yes			196.93
INC000000616550	Angie Van Drimmelen	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None			TIR Missed:	Yes			2.71
	Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed:	No			2.71
INC000000616660	Eric Hurst	Application	Error	Gmail			TIR Missed:	No			0.00
	Metro A Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed:	No			0.03
INC000000616687	Susan Hendy	PC/Laptop	Error	None			TIR Missed:	No			0.47
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed:	No			0.47
INC000000616710	Brad McGarry	None	None	None			TIR Missed:	No			0.07
	Metro B Desktop Support	Peter Musser	Human Services		Low	Closed	TTR Missed:	No			5.85
INC000000616730	Jeanne Godfrey	Application	Error	Gmail			TIR Missed:	No			0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed:	No			0.00
INC000000616734	Alyson Wilde	None	None	None			TIR Missed:	No			0.00
	Rural Central Desktop Support	John Donaldson	Human Services		Low	Resolved	TTR Missed:	No			0.00
INC000000616849	Patty Miller	Mobile Devices	Error	BlackBerry Configuration			TIR Missed:	No			0.32
	Application Services	Danielle Hood	Human Services		Low	Resolved	TTR Missed:	Yes			33.19
INC000000616866	Darren Burdette	Mobile Devices	Error	Novell GroupWise PDA Connec			TIR Missed:	Yes			7.69
	Application Services	Danielle Hood	Human Services		Low	Closed	TTR Missed:	Yes			25.61
INC000000616910	Gina Hatch	PC/Laptop	Performance	None			TIR Missed:	Yes			1.14
	Rural South Desktop Support	Dan Anthony	Human Services		Low	Closed	TTR Missed:	No			1.14
INC000000616929	Geniel Evenson	PC/Laptop	Performance	None			TIR Missed:	No			0.26
	Metro B Desktop Support	Stephanie Young	Human Services		Low	Closed	TTR Missed:	No			0.66
INC000000617028	Carol Black	None	None	Citrix ICA Client			TIR Missed:	No			0.42
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No			0.42
INC000000617091	Patricia Hartzell	Application	Error	None			TIR Missed:	No			0.00
	Rural Central Desktop Support	Todd Hardy	Human Services		Low	Closed	TTR Missed:	No			3.21
INC000000617205	Natalie Holt	None	None	None			TIR Missed:	No			0.50
	Rural South Desktop Support	Doug Thornton	Human Services		Low	Closed	TTR Missed:	No			0.50
INC000000617258	Belinda Hurst	PC/Laptop	Error	None			TIR Missed:	No			0.75
	Rural South Desktop Support	Dan Anthony	Human Services		Low	Closed	TTR Missed:	No			0.75

Human Services

INC000000617262	Bruce S Bishop	Application	None	Gmail		TIR Missed: Yes	63.26
Help Desk	Sarah Johnson	Human Services		Low	Closed	TTR Missed: Yes	63.26
INC000000617274	Scott Jacobson	Application	Error	Gmail		TIR Missed: Yes	38.96
Application Services	Danielle Hood	Human Services		Low	Closed	TTR Missed: Yes	38.96
INC000000617387	April Hardman	PC/Laptop	None	None		TIR Missed: No	0.74
Rural Central Desktop Support	John Donaldson	Human Services		Low	Closed	TTR Missed: No	2.15
INC000000617415	Kathy Maxfield	None	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	
INC000000617512	Larry Bottrell	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000617534	Kay Layton	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.08
INC000000617547	Sherie Snyder	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	2.68
INC000000617561	Marcie Rogers	PC/Laptop	None	None		TIR Missed: Yes	1.74
Rural South Desktop Support	Lane Adams	Human Services		Low	Closed	TTR Missed: No	1.83
INC000000617588	Janis Hurst	PC/Laptop	None	None		TIR Missed: No	0.14
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.14
INC000000617602	Kathleen Fulton	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.55
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	2.38
INC000000617619	Philip Rogich	Application	Error	Gmail		TIR Missed: No	0.00
Help Desk	Sarah Johnson	Human Services		Low	Closed	TTR Missed: Yes	61.38
INC000000617700	Philip Rogich	Application	Error	IPCC Express		TIR Missed: No	0.00
Help Desk	Sarah Johnson	Human Services		Low	Closed	TTR Missed: Yes	60.65
INC000000617756	Rafawn Rogers	Application	Error	Gmail		TIR Missed: No	0.00
Application Services	Danielle Hood	Human Services		Low	Resolved	TTR Missed: Yes	160.68
INC000000617809	Luara Mair	Application	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Human Services		Low	Closed	TTR Missed: No	5.60
INC000000617819	Jody Eby	Application	Error	Gmail		TIR Missed: Yes	39.41
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: N/A	
INC000000617879	Nancy Perez	Mobile Devices	None	Droid		TIR Missed: No	0.24
Help Desk	Sarah Johnson	Human Services		Low	Closed	TTR Missed: No	1.52
INC000000617882	Toni Mortensen	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.67
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.76

Human Services

INC000000617926	Staci Ghneim	Application	Error	Gmail		TIR Missed: No	0.46
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	1.37
INC000000617927	Christine Livingston	Application	Error	None		TIR Missed: No	0.28
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed		TTR Missed: No	2.52
INC000000617929	Tom Darais	Application	None	Gmail		TIR Missed: No	0.08
Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low	Resolved		TTR Missed: Yes	47.10
INC000000617955	Melanie Rasmussen	None	None	None		TIR Missed: No	0.04
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed: No	0.07
INC000000617965	Danette L Larsen	PC/Laptop	Performance	None		TIR Missed: No	0.27
Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed		TTR Missed: No	0.27
INC000000617975	Becky Crosby	Application	None	SAFE		TIR Missed: No	0.52
Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed		TTR Missed: No	0.63
INC000000617977	Nancy Drozdek	Application	None	Active Directory		TIR Missed: No	0.08
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.46
INC000000617978	Ginger Flowers	Application	Error	SAFE		TIR Missed: No	0.66
Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed		TTR Missed: No	0.76
INC000000617993	Gina Hatch	Application	Error	SAFE		TIR Missed: No	0.41
Rural South Desktop Support	Dan Anthony	Human Services	Low	Closed		TTR Missed: No	1.86
INC000000617997	Arlene Thomason	Application	Error	Citrix ICA Client		TIR Missed: No	0.47
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.47
INC000000618084	Rose Draper	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000618086	Rose Draper	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.14
INC000000618105	Ken Searle	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000618120	Jon Sorensen	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000618122	Sherie Snyder	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.14
INC000000618125	Kelly Richards	Network	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000618136	Lee Kampman	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed		TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Item		TIR Missed	Value
INC000000618141	Cody Johnson	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618157	Caron Hacker	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618160	Diana Corona	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000618161	Amy Whittle	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000618169	Emmie Russom	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000618177	Judy Hammer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618178	Stacey Collins	Application	Error	SAFE		TIR Missed: No	0.87
	Rural South Desktop Support	Dan Anthony	Human Services	Low	Closed	TTR Missed: No	0.87
INC000000618181	Rick H Hansen	Application	Password	PGP		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.08
INC000000618183	Robert W Johnson	Application	Password	SAFE		TIR Missed: No	0.68
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000618185	Shirley Owen	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618232	Lorry Ann Stufflebeam	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618241	Debra Rogers	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618242	Mary McDaniel	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618257	Nicole Thacker	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000618258	Shannon Black	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618267	Sonnie Yudell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618274	Diane Hannah	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	1.89

Human Services

INC000000618280	Shannon White	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618285	Annette Long	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No		0.18
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000618293	Becky Snider	None	None	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618339	Liz Medina	None	None	None	TIR Missed: No		0.16
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000618340	Cassandra Daley	Telecom	Voice Mail	Telephone	TIR Missed: No		0.46
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.86
INC000000618342	Lisa Baker	None	None	None	TIR Missed: No		0.31
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000618350	Matthew Froelich	None	None	Symantec AntiVirus	TIR Missed: No		0.38
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000618360	Brad Tomlinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618368	Marcie Valenzuela	None	None	SAFE	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000618385	Rosalva Guzman	None	None	PGP	TIR Missed: No		0.11
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000618387	Mandy Mecham	Application	Error	ZENworks for Desktops	TIR Missed: No		0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: Yes	6.16
INC000000618389	Jennifer Wagner	Application	None	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	
INC000000618390	Janis Widdison	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618391	Cherri Ortega	PC/Laptop	None	None	TIR Missed: No		0.22
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000618395	June Kohles	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618396	Erma Hawker	None	None	SAFE	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618405	Bart Schenck	None	None	Utah Criminal Justice Informatio	TIR Missed: No		0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.25

Human Services

INC000000618407	Lynn Higginson	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618414	Chelsie Hadley	None	None	None	TIR Missed:	No	0.38
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000618420	Debbie Bullock	Application	None	Gmail	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618423	Judy Perry	Application	None	Internet Explorer	TIR Missed:	No	0.38
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000618426	Casey Preece	Application	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618435	Stacey Gleed	Application	None	Gmail	TIR Missed:	Yes	23.14
	Technical Lead/Project Manager	Anthony Booyse	Human Services	Low	Closed	TTR Missed: Yes	23.17
INC000000618438	Arla Jensen	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618439	Steve Wrigley	None	None	Gmail	TIR Missed:	No	0.60
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	49.34
INC000000618440	Candice Whiteley	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618443	Analisa Butterfield	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618446	Nicki Bidlack	None	None	None	TIR Missed:	No	0.09
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000618448	Joann Naylor	None	None	SAFE	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618461	Karen Nielsen	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618467	Melannie Holdaway	None	None	None	TIR Missed:	No	0.00
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	1.19
INC000000618474	Ed Fasy	None	None	ZENworks for Desktops	TIR Missed:	No	0.83
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.83
INC000000618481	Michelle Jones	None	None	None	TIR Missed:	Yes	1.16
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.16
INC000000618489	Debbie Kidman	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.73
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.73

Human Services

INC000000618494	Andreja Kennedy	Application	None	Department of Public Safety Re	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618499	Allen De Graw	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.62
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.62
INC000000618517	Emily Gremillion	Application	Error	SAFE	TIR Missed: No	0.61
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.98
INC000000618528	Luanne Endres	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618537	Philip Rogich	Application	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618538	Adrianna Pahulu	PC/Laptop	None	None	TIR Missed: No	0.63
Rural North Desktop Support	Neil Smedley	Human Services		Low	Closed	TTR Missed: No	0.63
INC000000618539	Linda Prince	None	None	Gmail	TIR Missed: Yes	26.99
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: Yes	27.04
INC000000618541	Carly Alleman	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.29
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.29
INC000000618544	Sheri DeVore	None	None	Gmail	TIR Missed: No	0.82
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: Yes	9.04
INC000000618546	Krystal Lyman	Application	None	None	TIR Missed: No	0.50
Rural South Desktop Support	Scott Jesienouski	Human Services		Low	Closed	TTR Missed: No	0.59
INC000000618559	Rick H Hansen	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.15
INC000000618573	Chris Packard	PC/Laptop	Performance	None	TIR Missed: No	0.21
Metro B Desktop Support	Sean Chadbourne	Human Services		Low	Closed	TTR Missed: No	0.25
INC000000618575	Cynthia Johnson	None	None	None	TIR Missed: No	0.34
Metro A Desktop Support	Mike Beynon	Human Services		Low	Closed	TTR Missed: No	0.34
INC000000618578	Laura Liddell	None	None	None	TIR Missed: No	0.15
Metro B Desktop Support	Stephanie Young	Human Services		Low	Closed	TTR Missed: No	0.15
INC000000618582	Nancy Drozdek	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618600	Julie Carlile	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618622	Sherry Lemmon	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000618627	Simanua Tiatia	Application	None	Internet Explorer		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618628	Scott Richman	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618648	Alena Hawkins	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	
INC000000618672	Marilee Greenland	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618678	Jeff J Turner	Telecom	Dial Tone	Telephone		TIR Missed: No	0.05
Voice/Data/WAN Services		Craig Thompson	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000618683	Vicky Turner	None	None	Gmail		TIR Missed: No	0.31
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000618685	Tammera Bingham	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618686	Kay Layton	Application	Password	None		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618698	Jason Burton	None	None	None		TIR Missed: No	0.10
Metro B Desktop Support		Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000618713	Debbie Bullock	Application	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618733	Stephanie Castro	None	None	None		TIR Missed: No	0.18
Metro B Desktop Support		Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000618737	Rosan Radford	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618739	Carmen K Lloyd	None	None	None		TIR Missed: No	0.10
Metro B Desktop Support		Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.62
INC000000618751	Milton Gale	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000618758	Rustam Canteenwala	Application	Error	Gmail		TIR Missed: No	0.52
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.53
INC000000618763	Josephine Ishaya	Application	None	Utah Master Directory		TIR Missed: No	0.19
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000618764	Rustam Canteenwala	Network	None	Gmail		TIR Missed: No	0.43
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.58

Human Services

INC000000618767	Tom Sullivan	Network	None	Novell eDirectory	TIR Missed:	No	0.61
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	3.53
INC000000618789	Jim Boyd	Application	None	Gmail	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618792	Toni Mortensen	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.20
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.20
INC000000618795	Rachel Wallenda	Application	None	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618804	Susan Martell	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618825	Cathy Davis	None	None	None	TIR Missed:	No	0.21
Metro B Desktop Support	Sean Chadbourne	Human Services		Low	Closed	TTR Missed: No	0.31
INC000000618853	Philip Rogich	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618862	Denys Fedotov	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618892	Gloria Beagley	None	None	None	TIR Missed:	No	0.08
Metro B Desktop Support	Austin Farey	Human Services		Low	Closed	TTR Missed: No	0.26
INC000000618894	Merry Reed	Network	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618904	Kathleen Wright	Application	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618909	Michelle Griffin	Application	None	Utah Master Directory	TIR Missed:	No	0.08
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	3.13
INC000000618919	Suzy S Christopherson	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.62
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.62
INC000000618921	Bert Bruno	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
Rural South Desktop Support	Lane Adams	Human Services		Low	Closed	TTR Missed: No	0.02
INC000000618924	Lucinda Phillips	Application	Error	Gmail	TIR Missed:	Yes	1.56
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	1.56
INC000000618948	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000618952	Lee Castillo	Application	Password	Citrix ICA Client	TIR Missed:	No	0.51
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.51

Human Services

INC000000618967	Laraine Sheen	Application	Error	SAFE		TIR Missed:	Yes	1.00
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed:	Yes	7.26
INC000000618976	Robert Jowett	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000618988	Mark Scott	Application	Error	Google Chrome		TIR Missed:	No	0.41
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed:	No	0.41
INC000000618990	Karen Grenz	Application	None	Utah Criminal Justice Informatio		TIR Missed:	No	0.39
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	0.39
INC000000618993	Kevin Kilburn	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000618999	Kris Hansen	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000619006	Marlene Goodrich	PC/Laptop	Performance	None		TIR Missed:	No	0.00
Metro B Desktop Support	Sean Chadbourne	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000619009	Tom Sullivan	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000619018	Todd M Smith	Network	Incident	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed:	N/A	
INC000000619030	Steve Long	Network	Error	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000619064	Judy A Peterson	Application	Password	RSA SecurID Software Token		TIR Missed:	No	0.17
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed:	No	3.51
INC000000619092	Craig L Povey	None	None	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro B Desktop Support	Sean Chadbourne	Human Services		Low	Closed	TTR Missed:	No	0.25
INC000000619099	Rachel Beecher	None	None	PGP		TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000619118	Clint Loper	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000619132	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.02
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed:	No	0.13
INC000000619140	Lori Ramos	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000619142	Julie Simons	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	0.00

Human Services

Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000619149	Jodi Patterson	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000619154	Stacey Gleed	Software	Application	Cisco Network Assistant	TIR Missed: Yes		6.77
Metro B Hosting	Paul Engberson	Human Services	Medium	Closed	TTR Missed: Yes		6.77
INC000000619159	Marilee Greenland	None	None	None	TIR Missed: No		0.40
Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No		0.40
INC000000619163	Dan Barrett	Application	Password	Active Directory	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000619167	Rachel Wilkinson	Application	None	None	TIR Missed: Yes		1.92
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		2.08
INC000000619175	Joann Murphy	PC/Laptop	None	None	TIR Missed: No		0.04
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No		0.12
INC000000619213	Shelly Park	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000619223	Antonette Salazar	None	None	None	TIR Missed: No		0.05
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No		0.07
INC000000619224	Jeanne Godfrey	Application	Error	Gmail	TIR Missed: Yes		51.06
Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: Yes		51.06
INC000000619227	Heidi Bergin	None	None	None	TIR Missed: No		0.45
Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No		0.45
INC000000619229	Gaylene Thomas	Application	Error	Citrix ICA Client	TIR Missed: No		0.62
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.65
INC000000619248	Laurie Flores	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000619252	Courtney Shakespear	Application	Error	Gmail	TIR Missed: No		0.00
Help Desk	Dawn Wayment	Human Services	Low	Closed	TTR Missed: No		0.08
INC000000619254	Courtney Shakespear	None	None	Gmail	TIR Missed: No		0.43
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.52
INC000000619259	Ray Winger	None	None	None	TIR Missed: No		0.09
Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No		3.13
INC000000619260	Kathryn Tokle-Anderson	None	None	Gmail	TIR Missed: No		0.49
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.93
INC000000619264	Amanda Hornsby	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00

Human Services

INC000000619272	Paul Korth	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000619276	Caroline Merveille	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619280	Jackie Jackson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619282	David Melville	Application	Password	Utah Master Directory	TIR Missed: No	0.41
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.41
INC000000619284	Cindy Phillips	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619302	Vicky Turner	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619336	Chad Mcdonald	Application	Reporting	Citrix ICA Client	TIR Missed: No	0.79
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000619345	Lisa Peek	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619346	Randy Blatnik	None	None	Utah Cares	TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000619365	Randy Blatnik	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619366	Nancy A Brittain	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.48
INC000000619368	Danny R Wheatley	Application	None	Gmail	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.49
INC000000619373	Charlene Nelson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	4.90
INC000000619374	Susan Eddy	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619378	Paula Wing	Application	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.41
INC000000619381	Peggy Allen	Application	None	Medicaid Managed Information	TIR Missed: No	0.15
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000619388	Kris Shaw	Application	Error	SAFE	TIR Missed: No	0.25
	Application Services	Terry Forsgren	Human Services	Low	Closed	TTR Missed: No	0.73

Human Services

Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000619395	Christine Hammack	Application	None	None	TIR Missed: No		0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No	2.29
INC000000619399	Alejandra Marquez	Application	Password	Utah Master Directory	TIR Missed: No		0.15
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.15
INC000000619417	Jeana Burgess	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619423	Charlotte Vincent	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619425	Kolyn Tacy	None	None	SAFE	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619428	Susan Schirmer	None	None	None	TIR Missed: No		0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619432	Amy Smith	None	None	None	TIR Missed: No		0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619443	Jeremy Hirschi	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619444	Kimberly Cox	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619449	Don Brinkerhoff	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619452	Laura Pare	None	None	Gmail	TIR Missed: Yes		51.28
Application Services	Danielle Hood	Human Services		Low	Resolved	TTR Missed: Yes	161.19
INC000000619467	Michelle Burton	Application	Error	Adobe Acrobat	TIR Missed: No		0.18
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	1.58
INC000000619469	Ceci Castillo	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619472	Mata Fauatea	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619475	Richard Cheever	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619484	Rebecca King	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000619486	Dawna Shultz	Application	None	Microsoft Windows 7	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.32

Human Services

INC000000619499	Denise Fairbourn	None	None	None		TIR Missed: No	0.19
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000619505	Christina Hennefer	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619508	Candice Whiteley	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619513	Jamie Strong	None	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.41
INC000000619518	Janis Nielson	Telecom	Hardware	None		TIR Missed: No	0.25
	Voice/Data/WAN Services	Art Scott	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000619526	Justina Flesher	None	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000619528	Nancy Gould	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	3.04
INC000000619530	Ray Winger	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619537	Laraine Sheen	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	5.12
INC000000619543	Gordon Gunn	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619549	Rene Barrera	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619558	Deanne Braun	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619560	David Lowe	Application	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619563	Tom Sitake	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619570	Edith Martinez	None	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000619572	Valene Tuttle	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619587	Pam Lee	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000619598	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619611	Ray Winger	None	None	Google Chrome	TIR Missed: No	0.06
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000619618	Lisa Bruno	Network	None	None	TIR Missed: No	0.23
Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.74
INC000000619626	Kathryn Gerbich	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619640	Saleima Pahulu	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619647	Monica Hernandez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619663	Sheri DeVore	Application	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619674	LaDawn Teuscher	None	None	None	TIR Missed: No	0.18
Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000619686	Tristine Toyn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619697	Bethany Votroubek	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619698	Holly Pope	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619707	Suzanne Brittain	Application	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619726	Corrie Miera	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619730	Suzanne Brittain	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619734	Jana Gierisch	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619763	Holly Pope	Application	None	Adobe Reader	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619781	Georgeia Wood	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.11

Human Services

INC000000619785	Sekone Tapu	None	None	None	TIR Missed: No	0.17
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000619791	Valyn Pace	Application	Error	SAFE	TIR Missed: Yes	1.40
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.40
INC000000619796	Dawna Shultz	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619811	Stephanie Hovat	Application	None	DB2 Query Management Facility	TIR Missed: Yes	1.20
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.20
INC000000619820	April Conti	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619843	Chris Pacheco	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.62
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.62
INC000000619847	Rose Draper	Application	Password	Employee Gateway	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619848	Eva Clarke	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619851	Shannon M Alvey	Application	Error	None	TIR Missed: No	0.43
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000619852	Lynn Stratton	Application	None	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619853	Janice Gee	None	None	None	TIR Missed: No	0.41
	Metro A Desktop Support	Adam Staks	Human Services	Low	Closed	TTR Missed: No	3.23
INC000000619854	Heidy Smith	Application	Password	Utah Master Directory	TIR Missed: No	0.16
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000619860	Jacki Johansen	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000619872	Tammy Nuttall	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619874	Jeanmarie Morris	Application	Error	Microsoft Word	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619888	Stacie Pohahau	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619904	David Detorres	Network	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000619911	Aimee Darby	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619927	Miguel Echeverria	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619928	Jay Carter	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619939	Ceci Castillo	Application	None	Gmail	TIR Missed: No	0.80
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.81
INC000000619952	Tari Nay	Application	Error	Google Chrome	TIR Missed: Yes	1.18
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.19
INC000000619960	Pam Poulson	None	None	None	TIR Missed: No	0.00
Metro B Hosting	James Gramse	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000619963	John Pananos Jr	Application	None	Internet Explorer	TIR Missed: Yes	1.20
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.71
INC000000619969	Amy Whittle	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619979	Patti VanWagoner	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000619994	Sidney Swain	Network	None	None	TIR Missed: No	0.09
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.86
INC000000620003	Kathie Lilenquist	None	None	Google Chrome	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000620024	Courtney Shakespear	None	None	Gmail	TIR Missed: Yes	1.66
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.82
INC000000620048	Nancy Drozdek	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	2.16
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	2.53
INC000000620058	Bonnie Keough	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000620065	Tausoa Snead	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000620075	Candice Carroll	PC/Laptop	None	None	TIR Missed: No	0.10
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000620078	Nicki Bidlack	None	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.22

Human Services

| INC000000620082 | Sharon Curiel | None | None | None | TIR Missed: | No | 0.00 |
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620084	Bart Schenck	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620108	Tammy Nuttall	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620131	Jennifer Tanner	Application	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed:	No	0.39
INC000000620134	Shancie Nance	Application	None	Gmail	TIR Missed:	Yes	46.13
Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed:	Yes	46.13
INC000000620139	Lana Kopecky	None	None	None	TIR Missed:	Yes	17.61
Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed:	Yes	17.61
INC000000620144	Vicky Turner	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620146	Nicki Bidlack	None	None	Microsoft Windows 7	TIR Missed:	No	0.48
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.90
INC000000620150	Sherry Sallee	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	Yes	1.52
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	1.61
INC000000620151	Nancy Drozdek	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620157	Josie Angerhofer	None	None	None	TIR Missed:	No	0.44
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.44
INC000000620160	Amanda Hornsby	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620164	mandi kawa	None	None	None	TIR Missed:	Yes	1.79
Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed:	No	1.79
INC000000620172	Charlene Sansone	Application	Error	SAFE	TIR Missed:	Yes	1.33
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	1.37
INC000000620173	Charlotte Vincent	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.09
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed:	No	0.36
INC000000620174	Simanua Tiatia	PC/Laptop	Error	None	TIR Missed:	Yes	1.73
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed:	No	1.81
INC000000620177	Carol Black	None	None	None	TIR Missed:	No	0.12
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed:	No	0.12

Human Services

INC000000620181	Pam Lee	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620182	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620192	Shirley Bingham	None	None	None	TIR Missed:	No	0.23
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.23
INC000000620198	Pam Lee	Network	None	None	TIR Missed:	No	0.02
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.02
INC000000620218	Betty Salgado	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620222	Natalee Anderson	None	None	None	TIR Missed:	No	0.91
Rural South Desktop Support	Lane Adams	Human Services		Low	Closed	TTR Missed: No	0.91
INC000000620250	Alisa VonRiotte	PC/Laptop	Error	None	TIR Missed:	Yes	1.17
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	1.17
INC000000620266	Carol Cook	PC/Laptop	None	None	TIR Missed:	No	0.09
Metro B Desktop Support	Austin Farey	Human Services		Low	Closed	TTR Missed: No	0.09
INC000000620278	Julie Mortensen	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620284	Bethany Votroubek	None	None	Adobe Acrobat	TIR Missed:	No	0.78
Rural North Desktop Support	Ryan Casey	Human Services		Low	Closed	TTR Missed: No	0.78
INC000000620287	Emily Gremillion	Application	Error	Citrix ICA Client	TIR Missed:	No	0.92
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	3.53
INC000000620305	Jason Burton	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Duane Hardy	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620315	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620329	Melissa Marshall	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620351	Mark Davis	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.30
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed: No	0.48
INC000000620352	Justina Flesher	Network	None	IManager	TIR Missed:	Yes	1.32
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	1.33
INC000000620358	Miguel Echeverria	Application	None	Utah Master Directory	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Requester	Category 1	Category 2	Item	TIR/TTR Missed	Team/Assignee	Department	Priority	Status		Time
INC000000620359	Mark Davis	PC/Laptop	Hardware	None						TIR Missed: No	0.43
	Metro B Desktop Support	Stephanie Young	Human Services					Low	Closed	TTR Missed: No	0.43
INC000000620373	Marci Howey	None	None	ZENworks for Desktops						TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services					Low	Closed	TTR Missed: No	0.00
INC000000620374	Sariah Medrano	Network	Password	Novell Client for 32-bit Windows						TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services					Low	Closed	TTR Missed: No	0.00
INC000000620391	Lynn Sanderson	Application	Error	Microsoft Excel						TIR Missed: No	0.61
	Metro B Desktop Support	Tyler Pearce	Human Services					Low	Closed	TTR Missed: No	0.61
INC000000620406	Natalie Holt	Network	None	None						TIR Missed: No	0.50
	Metro B Help Desk	Val Shepherd	Human Services					Low	Closed	TTR Missed: No	0.50
INC000000620444	Angela French	None	None	None						TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services					Low	Closed	TTR Missed: No	0.00
INC000000620447	Tusiga Lealoagata	Network	None	Novell Client for 32-bit Windows						TIR Missed: No	0.70
	Metro B Help Desk	Val Shepherd	Human Services					Low	Closed	TTR Missed: No	1.49
INC000000620454	Shanna Felt	Application	None	Microsoft Excel						TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services					Low	Closed	TTR Missed: No	1.95
INC000000620455	Dan Chatterton	None	None	None						TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services					Low	Closed	TTR Missed: No	0.00
INC000000620456	DJ Hicks	Application	None	None						TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services					Low	Closed	TTR Missed: No	2.51
INC000000620457	Beverly Clark	Application	None	Adobe Connect						TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services					Low	Closed	TTR Missed: No	0.00
INC000000620462	Kari Smith	Application	Password	DB2 Query Management Facility						TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services					Low	Closed	TTR Missed: No	0.00
INC000000620468	Brad Parker	Application	None	SAFE						TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services					Low	Closed	TTR Missed: No	0.00
INC000000620469	Janie Lopez	Application	None	Gmail						TIR Missed: Yes	2.98
	Application Services	Martin Gonzalez	Human Services					Low	Resolved	TTR Missed: No	2.98
INC000000620478	Kateryna Olsen	Network	Password	Novell Client for 32-bit Windows						TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services					Low	Closed	TTR Missed: No	0.00
INC000000620481	Ioane Siaosi	Application	None	Gmail						TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services					Low	Closed	TTR Missed: No	0.00
INC000000620493	Eva Clarke	Network	None	None						TIR Missed: No	0.91
	Metro B Help Desk	Todd Manning	Human Services					Low	Closed	TTR Missed: No	0.97

Human Services

INC000000620518	Ben Strader	None	None	Gmail	TIR Missed: No	0.50
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000620521	Ruth Hauser	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000620532	Emily Gremillion	Application	Password	Citrix ICA Client	TIR Missed: No	0.06
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000620536	Christopher Eyres	None	None	None	TIR Missed: No	0.40
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000620537	Jesse Hudson	Application	Error	Adobe Reader	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.71
INC000000620558	Julie Williams	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000620566	Angela Fleming	Application	Error	Gmail	TIR Missed: Yes	40.94
Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: Yes	40.94
INC000000620574	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000620581	Beverly Clark	None	None	eFIND/eSHARE	TIR Missed: Yes	4.26
Mainframe Systems Support	Lester Aoki	Human Services	Low	Closed	TTR Missed: Yes	9.92
INC000000620589	Kassie Hart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000620605	Kristina Gerlach	Application	Error	SAFE	TIR Missed: No	0.16
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000620616	Tamra Johnson	PC/Laptop	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000620617	Jan Fryer	Application	None	Gmail	TIR Missed: No	0.54
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000620632	Kay Thalman	None	None	None	TIR Missed: No	0.07
Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000620633	Kathy Wilcox	Application	None	Adobe Connect	TIR Missed: No	0.34
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000620635	Jenifer Rouelle	None	None	None	TIR Missed: No	0.03
Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000620652	Codi White	Application	Password	Gmail	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Requester	Category	Type	Item		TIR Missed		Hrs
INC000000620658	Theresa Richardson	None	None	None		TIR Missed:	Yes	5.79
	Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed:	No	5.79
INC000000620685	Lynn Stratton	Network	Password	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620735	Caron Hacker	Network	None	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620740	Skyla Allen	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	3.27
INC000000620748	Jamie Strong	Application	None	Gmail		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620751	Karen Krommenhoek	None	None	Citrix ICA Client		TIR Missed:	Yes	8.31
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed:	Yes	8.31
INC000000620765	Mark Strebel	None	None	None		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	
INC000000620767	Linda Baggs	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620769	Shelli Hatt	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.60
INC000000620771	Maria Justice	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620777	Racheal Clements	Application	None	Gmail		TIR Missed:	No	0.61
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed:	No	0.76
INC000000620779	Nancy Drozdek	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620784	Kathleen Fife	Application	Password	DB2 Query Management Facility		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620785	Mary Durfee	None	None	SAFE		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.44
INC000000620799	Heather Treece	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000620802	Rae Atkinson	None	None	Gmail		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.61
INC000000620806	Joann Murphy	None	None	None		TIR Missed:	No	0.49
	Mainframe Systems Support	Lester Aoki	Human Services	Low	Closed	TTR Missed:	No	0.82

Human Services

INC#	Name	Type	Category	Item		TIR Missed	Value
INC000000620818	Terry Jacobsen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000620830	Byron Woodland	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000620838	Jessica Gallegos	None	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000620840	Justina Flesher	Application	None	Novell ConsoleOne		TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000620843	Mary Jensen	None	None	None		TIR Missed: No	0.31
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000620855	Erika L Marks	Application	Password	Utah Master Directory		TIR Missed: No	0.06
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	1.35
INC000000620856	Richard Schade	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000620862	Rafawn Rogers	Application	Error	Microsoft Word		TIR Missed: No	0.56
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	5.63
INC000000620863	Lori Ramos	None	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000620867	Aubrey Myers	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	
INC000000620868	Shaunna Skidmore	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	
INC000000620881	Hilary Downing	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000620882	Brooke Lindley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	
INC000000620883	Kati Wheatley	None	None	None		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.41
INC000000620893	Timaree Crandell	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000620894	Sandi Evans	Application	None	Gmail		TIR Missed: Yes	106.46
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: Yes	106.46
INC000000620901	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000620903	Ruth Timothy	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620905	Patricia Solt	Application	None	None	TIR Missed:	No	0.44
Rural South Desktop Support	Doug Chaston	Human Services		Low	Closed	TTR Missed: No	0.44
INC000000620910	Holly Pope	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ryan Casey	Human Services		Low	Closed	TTR Missed: No	
INC000000620912	Brooke Lindley	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620913	Tanya Schmidt	Application	Reporting	None	TIR Missed:	No	0.06
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	1.07
INC000000620914	Sherrie Pendleton	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620916	Tanya Schmidt	Mobile Devices	Error	Droid	TIR Missed:	No	0.04
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: Yes	52.16
INC000000620917	Erika L Marks	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620919	Cynthia Eulberg	None	None	SAFE	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.14
INC000000620923	Erika L Marks	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620927	Debbie Craythorn	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620943	Ken Stevens	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620957	Kenneth Fambrough	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620959	Betty Anderson	Application	Error	Microsoft Windows XP Professio	TIR Missed:	No	0.05
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.07
INC000000620960	Shawna Peterson	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620963	Krishna Yellapragada	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000620974	Trudy Decantu	Application	Error	SAFE	TIR Missed:	No	0.48
Rural North Desktop Support	Wayne Higgs	Human Services		Low	Closed	TTR Missed: No	0.48

Human Services

INC000000620977	Trudy Decantu	Application	Error	None		TIR Missed: No	0.43
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.43
INC000000620985	Rachel Bauman	None	None	Safety Management System		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621010	Paul Whitehead	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621018	Valorie Johnson	Application	None	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621038	Kim Tuitupou	PC/Laptop	None	None		TIR Missed: No	0.06
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.06
INC000000621041	Paul Gehrke	None	None	QuickBooks		TIR Missed: No	0.17
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.17
INC000000621043	Justina Flesher	Application	Password	Utah Master Directory		TIR Missed: No	0.27
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.37
INC000000621058	Preston Freitas	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621060	Armanda Dzafic	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621063	Angela Robbins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621067	Xavier Tisdol	None	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621076	Amanda Burtenshaw	Application	None	None		TIR Missed: No	0.11
Metro B Desktop Support	Tyler Pearce	Human Services		Low	Closed	TTR Missed: No	0.37
INC000000621079	Christopher Pappas	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621116	Susan Martell	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621124	Sherri S Hafen	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621130	Sara Hinckley	None	None	Citrix ICA Client		TIR Missed: Yes	5.20
Application Services	Terry Forsgren	Human Services		Low	Closed	TTR Missed: No	5.20
INC000000621133	Justin Northway	Network	Error	None		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC#	Requester	Type	Subtype	Service	TIR Missed	TTR Missed	Val1	Val2
INC000000621171	Brandi Duke	Application	Error	SAFE	No			0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	No		1.07
INC000000621175	Brian Clement	Application	Password	Utah Master Directory	No			0.02
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	No		0.24
INC000000621191	Heidi Trujillo	None	None	None	No			0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	No		0.00
INC000000621193	Laura Liddell	PC/Laptop	None	None	No			0.09
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	No		0.19
INC000000621204	Lory Pond	None	None	None	No			0.09
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	No		0.09
INC000000621206	Dan Barrett	None	None	None	No			0.17
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	No		0.35
INC000000621209	Julie Thomson	Application	None	SAFE	No			0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	No		0.00
INC000000621210	Diane McCarty	None	None	None	No			0.75
	Application Support - EREP System	Brett Palmer	Human Services	Low	Closed	No		0.75
INC000000621213	Kathleen Fife	None	None	None	No			0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	No		0.00
INC000000621216	Charlene Wilde	None	None	SAFE	No			0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	No		1.06
INC000000621223	Connie Eng	Application	Error	Utah Statewide Immunization In	Yes			2.88
	USIIS Outreach	Tavish Paulsen	Human Services	Low	Closed	No		5.85
INC000000621227	Connie Eng	Application	None	Gmail	No			0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	No		0.00
INC000000621229	Theresa Richardson	Application	Error	Novell GroupWise	No			0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	No		0.00
INC000000621259	Benjamin Baker	Application	Error	Google Chrome	No			0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	No		0.00
INC000000621262	Amy Buehler	None	None	None	No			0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	No		0.00
INC000000621265	Patricia Hurley	Network	Password	Utah Master Directory	No			0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	No		0.00
INC000000621275	Amy Buehler	None	None	None	No			0.32
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	No		0.32

Human Services

INC000000621280	Robin Bean	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621285	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621302	Stacy Jacobson	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621309	Leslie Clark	Application	Reporting	Gmail	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621325	Shauna Thomas	Application	Error	Office of Recovery Services Info	TIR Missed: No	0.53
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.53

INC000000621328	Debbie Hyden	Application	Error	Content Manager	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621330	Sandra Reed	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621335	Mechel Gibbs	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621342	Kevin Sorenson	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621343	Kevin Sorenson	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621376	Louis Nielson	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621385	Sariah Medrano	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621405	Jennifer Stahle	None	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000621408	Kathy D'more	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.43

INC000000621410	Angela Fleming	None	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.54

INC000000621430	Morgan H Hurst	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.55
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.93

INC000000621441	Kathleen Fife	None	None	None	TIR Missed: No	0.16
Operations Production Control	Duane Hardy	Human Services		Low	Closed	TTR Missed: No	0.73

Human Services

Incident	Requester	Category 1	Category 2	Item		TIR/TTR Missed		Time
INC000000621450	Tamera Weis	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000621456	Angela Hansen	Mainframe	Password	BlueZone		TIR Missed: No		0.80
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No		1.16
INC000000621469	Scheila Beekhuizen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000621471	Lori Larsen	Application	Password	Utah Master Directory		TIR Missed: No		0.59
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No		1.25
INC000000621472	Linda Boyd-Melancon	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000621473	Dixie Yoder	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000621474	Vicky Turner	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000621476	Melissa Baide	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000621485	Janis Nielson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000621497	Patti VanWagoner	Mobile Devices	Error	Droid		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000621502	Emily Gremillion	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No		0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.64
INC000000621505	Arnell Wamsley	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000621510	Mary Wilder	None	None	None		TIR Missed: Yes		1.10
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No		1.47
INC000000621511	Dale Robins	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000621516	Benjamin Baker	Application	Error	ZENworks for Desktops		TIR Missed: No		0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000621523	Adrianna Pahulu	PC/Laptop	None	None		TIR Missed: No		0.78
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No		0.78
INC000000621528	Amber Schiffman	PC/Laptop	Error	None		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No		0.00

Human Services

INC000000621543	Lisa Martinez	Application	None	Citrix ICA Client	TIR Missed:	No	0.05
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000621547	Micah Bulloch	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621549	Morgan Hurst	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed:	Yes	49.74
Application Services		Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	49.82
INC000000621550	Nancy Stucki	Application	None	Microsoft Excel	TIR Missed:	No	0.57
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000621563	Spencer Hall	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support		Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621569	Janet Hongsyvilay	None	None	Gmail	TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621572	Milton Gale	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support		Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621579	Laureen Wilson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621580	Dave Farley	Application	Error	M86	TIR Missed:	Yes	5.21
Enterprise Security		Bart Grant	Human Services	Low	Closed	TTR Missed: No	5.52
INC000000621586	Livingstone Tauvao	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.33
Rural North Desktop Support		Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000621588	Sue Urry	Application	Error	SAFE	TIR Missed:	No	0.33
Rural Central Desktop Support		Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000621589	Julie Fisher	Application	None	Gmail	TIR Missed:	Yes	96.49
Enterprise Security		Dan Cook	Human Services	Low	Closed	TTR Missed: Yes	97.55
INC000000621594	Arlene Thomason	Application	Error	Citrix ICA Client	TIR Missed:	No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621595	Violet Secrest	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621599	Tamera Weis	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621600	David D Felt	Application	Error	Postini	TIR Missed:	Yes	40.55
Application Services		Martin Gonzalez	Human Services	Low	Closed	TTR Missed: Yes	40.65
INC000000621601	Kris Piz	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000621607	Annette Garcia	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621611	Lynn Sanderson	None	None	None	TIR Missed: No	0.12
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	0.12
INC000000621615	Connie Eng	None	None	None	TIR Missed: No	0.23
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	0.23
INC000000621618	Callie Gallacher	PC/Laptop	None	SAFE	TIR Missed: No	0.27
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	0.27
INC000000621621	Christopher Eyres	Application	None	Active Directory	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621623	Valerie King	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.20
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	0.20
INC000000621627	Brooke Lindley	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621631	Victoira Jones	Application	None	Utah Master Directory	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621651	Judy Hafen	Application	None	Adobe Connect	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621652	Levi Veo	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621672	Chris Bodmer	Application	None	None	TIR Missed: No	0.10
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.11
INC000000621675	Barbara Ruff	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621681	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621682	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621687	Steven Huntsman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621691	Julia Kolovich	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000621698	Lori Johnson	None	None	None	TIR Missed: No	0.13
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.13

Human Services

Incident	Name	Category	Type	Item	TIR/TTR Missed	Value
INC000000621705	Giannina Fuentes	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621707	Vicky Turner	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000621710	Samantha Metcalf	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621711	Jilenne Gunther	Network	Performance	None	TIR Missed: Yes	1.99
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: Yes	1.99
INC000000621713	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621729	Armanda Dzafic	Mobile Devices	Error	Gmail	TIR Missed: No	0.01
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: Yes	29.24
INC000000621733	Shylo Pickeral	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621800	Janis Nielson	Application	Password	Utah Master Directory	TIR Missed: No	0.28
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000621805	Christine Deary	None	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	
INC000000621816	Janis Nielson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621817	Jil Tooker	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621821	Terri Niederhauser	Application	Error	Mozilla Firefox	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621827	Joann Murphy	None	None	None	TIR Missed: No	0.12
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000621829	Tammy Nuttall	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621836	Bonnie Keough	Application	Reporting	SAFE	TIR Missed: No	0.62
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.62
INC000000621850	Jennifer N Davis	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed	TTR Missed: No	
INC000000621854	Jill McKinlay	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000621857	Marsha Taylor	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621858	Elizabeth McCloud	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.42
INC000000621859	Angela Fleming	Network	Password	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621880	Laura Knight	None	None	None	TIR Missed:	No	0.00
	Help Desk	None	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621889	David Sollami	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621898	Soljee Lee	Network	Password	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621903	Laszlo Vegvari	Network	Password	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621912	Carlos Moreno	None	None	None	TIR Missed:	No	0.43
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000621916	Denise Heiselt	Application	Error	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621917	Simanua Tiatia	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	3.08
INC000000621922	Megan Bartlett	Network	Password	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621948	Matthew Shallenberger	Network	Password	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621951	Blas Zegarra	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621957	Christopher Mathews	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000621958	Kimball Krantz	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621961	Casey Cole	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621962	Don Thompson	Application	None	Gmail	TIR Missed:	Yes	7.86
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: Yes	7.86

Human Services

Incident	Name	Type	Category	System	TIR/TTR		Value
INC000000621967	Morgan H Hurst	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621974	Skyla Allen	None	None	Gmail	TIR Missed:	No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: Yes	9.01
INC000000621979	Deborah Sirles	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621981	Tina Humphrey	None	None	None	TIR Missed:	No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.91
INC000000621989	Pemani Tuuao	Application	Password	Utah Master Directory	TIR Missed:	No	0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000621990	Debbi Orwin	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000621998	Chris Bodmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622000	Jennifer Baxter	PC/Laptop	None	None	TIR Missed:	No	0.65
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: Yes	6.89
INC000000622001	Keri Allen	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622006	Douglas Spencer	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622007	Mark Brasher	None	None	None	TIR Missed:	No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000622018	Keri Allen	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.10
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000622026	Carolyn Geigle	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622030	Kaylana Lloyd	Application	Reporting	State Payroll Time Entry System	TIR Missed:	No	0.11
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000622032	Matthew Shallenberger	None	None	Utah Master Directory	TIR Missed:	No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	3.27
INC000000622048	Susan Riggs	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622059	Karen C Andersen	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000622069	Clint Thurgood	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622080	Debbi Orwin	None	None	None		TIR Missed: No	0.05
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.05
INC000000622087	Justina Flesher	None	None	None		TIR Missed: No	0.83
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.93
INC000000622088	Amy Buehler	None	None	None		TIR Missed: No	0.15
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed		TTR Missed: No	0.15
INC000000622112	Paula Nelson	None	None	PGP		TIR Missed: No	0.14
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	1.84
INC000000622123	Kolleen Fortner	Application	Reporting	PGP		TIR Missed: No	0.20
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.20
INC000000622125	Suzanne Brittain	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622128	Ed Fasy	PC/Laptop	None	None		TIR Missed: No	0.16
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	0.16
INC000000622134	Terry Snarr	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622143	Maxine Nelson	Application	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.39
INC000000622146	Mark Osenbach	Application	Password	Gmail		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622148	Kolleen Fortner	Application	Password	PGP		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622149	Kris Shaw	Billing	None	SAFE		TIR Missed: No	0.12
Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed		TTR Missed: No	0.26
INC000000622163	Arlene Macanas	None	None	None		TIR Missed: Yes	1.08
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed		TTR Missed: No	3.45
INC000000622175	Richard Berry	Application	Error	Citrix ICA Client		TIR Missed: No	0.07
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.15
INC000000622177	Ericka Turner	Telecom	None	None		TIR Missed: No	0.08
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed		TTR Missed: No	0.08
INC000000622179	Heidi Hansen	Mainframe	Error	BlueZone		TIR Missed: No	0.12
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.30

Human Services

Incident	Requester	Category	Subcategory	System	TIR Missed	TTR Missed	Time
INC000000622181	Rebecca Mullan	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.30
	Mainframe Systems Support	Greg Shoop	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000622185	Dana Guertin	Application	None	PGP	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622186	Daniel Hansen	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622192	Mike Carter	Application	Error	State Payroll Time Entry System	TIR Missed: Yes		1.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.21
INC000000622211	Saori Phouthavongsay	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622222	Sandra Sanduk	None	None	None	TIR Missed: No		0.00
	Application Support - Content Mana	Randall Ottesen	Human Services	Low	Closed	TTR Missed: No	0.91
INC000000622231	Emily Shallenberger	Application	Password	Utah Master Directory	TIR Missed: No		0.87
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.15
INC000000622232	Suzanne Brittain	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622234	Roseanna L Manu	Mainframe	Password	BlueZone	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622237	Heather Casutt	None	None	None	TIR Missed: No		0.05
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000622240	Darrin Lee	Telecom	None	Telephone	TIR Missed: No		0.17
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	1.43
INC000000622248	Erica Nelson	None	None	None	TIR Missed: No		0.23
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000622258	Deanne Evans	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622259	Karma J Belcher	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622266	Casey Cole	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622276	Breanna Powell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622277	Patty Phillips	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000622284	Mary Burris	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622286	Brandi Peterson	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622290	Connie Eng	None	None	Utah Master Directory	TIR Missed: No		0.56
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000622302	Julia Kolovich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622304	Kami Elmer	Application	Password	DB2 Query Management Facility	TIR Missed: Yes		2.91
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	5.88
INC000000622314	Shancie Nance	None	None	Gmail	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.95
INC000000622324	Darrell Fairbanks	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622333	Jonathan Strange	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622339	Ronda Jones	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622340	Melissa Baide	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622350	Tina Lloyd	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000622358	Stacy Gibson	None	None	ZENworks for Desktops	TIR Missed: Yes		1.21
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.21
INC000000622361	Patty Phillips	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622362	Guy Adams	None	None	State Payroll Time Entry System	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000622381	Craig Walters	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622387	Craig Walters	Application	Password	Utah Master Directory	TIR Missed: No		0.08
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000622391	Jennifer Wagoner	None	None	SAFE	TIR Missed: No		0.57
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.57

Human Services

INC000000622399	Kent Karren	Storage	Stand Alone	None		TIR Missed:	Yes	3.34
Metro B Hosting	Paul Engberson	Human Services	Low	Closed		TTR Missed:	No	3.34
INC000000622408	Lyndsay A Smith	None	None	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000622421	Wendy Robles	None	None	None		TIR Missed:	No	0.12
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed		TTR Missed:	No	0.12
INC000000622427	Shauna Iverson	Application	Error	Utah Criminal Justice Informatio		TIR Missed:	No	0.99
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	1.01
INC000000622431	Patricia Coburn	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000622439	Eneleata Garcia	Application	Error	Gmail		TIR Missed:	No	0.62
Help Desk	Julie VanBeekum	Human Services	Low	Closed		TTR Missed:	No	0.62
INC000000622444	Clarice Garcia	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000622445	Melissa Baide	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000622446	Bruce James	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000622459	Korey Larsen	None	None	None		TIR Missed:	No	0.03
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed:	No	1.28
INC000000622460	Allen De Graw	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000622471	Kay Layton	None	None	None		TIR Missed:	No	0.10
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed:	No	0.10
INC000000622474	Skyla Allen	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.05
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed:	No	0.05
INC000000622477	Nancy Gould	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000622478	Becky Gallegos	Application	Error	State Payroll Time Entry System		TIR Missed:	Yes	1.02
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed:	No	1.10
INC000000622487	Arla Jensen	None	None	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000622489	Cheryl Schilling	None	None	None		TIR Missed:	Yes	1.16
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed		TTR Missed:	No	1.16

Human Services

INC000000622503	Laureen Wilson	None	None	None		TIR Missed: No	0.61
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	1.35
INC000000622512	Laureen Wilson	None	None	None		TIR Missed: No	0.59
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.90
INC000000622523	Karmal Butcher	Application	Error	Gmail		TIR Missed: No	0.16
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.56
INC000000622534	Chris Metcalf	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622536	Joey Bean	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622537	Vicky Turner	Network	None	Microsoft Word		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622538	Laurie Adams	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622541	Mike Hebdon	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622547	Dan Brennan	None	None	SAFE		TIR Missed: No	0.09
Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed		TTR Missed: No	0.09
INC000000622550	Mark Strebel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622557	Suzanne Brittain	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	
INC000000622565	Tasha Huffaker	Application	None	Utah Master Directory		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622566	Kelsey Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000622574	Nathan Wolfley	PC/Laptop	Error	None		TIR Missed: No	0.36
Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed		TTR Missed: No	0.36
INC000000622575	Johnathan Rowley	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.36
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed		TTR Missed: No	0.36
INC000000622577	Angela French	Application	Error	SAFE		TIR Missed: No	0.26
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed		TTR Missed: No	0.48
INC000000622582	Haylee Fabrizio	Application	None	Utah Master Directory		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.03

Human Services						

INC000000622588	Keli Francis	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622590	Heidi Trujillo	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622593	Melissa Baide	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622594	Lisa Packard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622597	Katharine E Hansen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622604	Wendy Hunt	Mobile Devices	Error	Droid	TIR Missed: Yes	34.21
Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	34.27
INC000000622610	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622618	Eddie Stinnett	Application	Password	Utah Master Directory	TIR Missed: No	0.43
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000622638	Keri Allen	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622640	Lynn Smith	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622646	Annie Baum	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622647	Amber Schiffman	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622653	Carrie Armbruster	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622654	Julie Jones	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	1.53
INC000000622658	Steve Long	Network	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	1.52
INC000000622663	Mary White	Network	Password	ZENworks for Desktops	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	3.37
INC000000622664	Bruce James	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000622673	Stacey Boyd	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622683	Linda Moon	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622692	Mike Derbidge	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622697	Melissa Putnam	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622700	Scott Abeyta	Application	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000622718	Shawna Cales	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.02
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000622726	Pamela Brenneman	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622735	Bonnie Keough	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622740	Liz Medina	PC/Laptop	None	None	TIR Missed: No	0.10
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000622745	Coby Drake	Application	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622748	Lori Johnson	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622752	Chris Morton	Server	Performance	BMI	TIR Missed: Yes	2.25
	Application Services	Terry Forsgren	Human Services	Low	Closed	TTR Missed: No	2.57
INC000000622753	Emmie Russom	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622754	Mel Castillo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622768	Kassie Hart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622769	Julienne Rhees	None	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000622779	Maria Bulloch	None	None	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000622789	Terrie Basinger	Application	None	Novell eDirectory		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000622791	Livingstone Tauvao	Application	None	Novell eDirectory		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000622792	Kristie Gilson	None	None	None		TIR Missed:	No	0.12
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed:	No	0.12
INC000000622793	Tammy Wood	Application	None	Citrix ICA Client		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000622802	Kathryn Gerbich	PC/Laptop	Error	Microsoft Windows 7		TIR Missed:	No	0.83
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	1.66
INC000000622804	Lisa Peek	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000622805	Lisa Peek	None	None	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000622814	Amber Schiffman	Network	Password	Novell eDirectory		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000622816	David R Powell	None	None	None		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000622818	Tara Gailey	Network	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000622821	Lori Hills	Application	Password	Utah Master Directory		TIR Missed:	No	0.06
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed:	No	0.41
INC000000622824	Angela Schmith	Network	Performance	None		TIR Missed:	No	0.20
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.87
INC000000622836	Linda Boyd-Melancon	None	None	None		TIR Missed:	No	0.33
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.77
INC000000622847	Diane Hannah	None	None	ZENworks for Desktops		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000622853	Jennifer Hinton	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000622863	kristen valdez	Network	Incident	Novell ConsoleOne		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000622864	David Sollami	PC/Laptop	Password	None		TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

Incident	Name	Category	Sub-Category	Item	TIR Missed		Value
INC000000622865	Kristy Bate	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.62
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.01
INC000000622869	Lisa Graham	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622874	Kiersten Bushman	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622876	Vicky Turner	Storage	Stand Alone	None	TIR Missed:	Yes	2.29
	Metro B Hosting	Paul Engberson	Human Services	Low	Closed	TTR Missed: No	2.29
INC000000622880	Michael B Wanlass	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622881	Kevin Kilburn	None	None	Cisco AnyConnect VPN Client	TIR Missed:	Yes	1.45
	Network Operations	Kelli Okumura	Human Services	Low	Resolved	TTR Missed: No	5.99
INC000000622886	Valerie King	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622889	Scott (Robert) Buys	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622894	Toni Netzler	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622897	Tracy Lyman	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622899	DJ Hicks	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622901	Becky Gallegos	Application	None	Internet Explorer	TIR Missed:	No	0.42
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.49
INC000000622902	Karla Kallas	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622904	Dot Clayton	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622907	Sandy Baxter	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000622911	Patti VanWagoner	Application	Error	SAFE	TIR Missed:	No	0.32
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000622914	Sandra Johnston	Application	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Item	TIR Missed	TTR Missed	Value
INC000000622915	Melinda Thompson	Application	None	None	No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	No	0.00
INC000000622928	Donelle Clements	None	None	Utah Criminal Justice Informatio	No		0.41
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	No	0.45
INC000000622935	Ruth Timothy	Network	Password	Novell Client for 32-bit Windows	No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	No	0.00
INC000000622944	Robert Downing	None	None	None	Yes		24.80
	Application Services	Dustin Crump	Human Services	Low	Closed	Yes	24.80
INC000000622946	Charlyn Child	Application	None	Gmail	No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	No	0.00
INC000000622949	Jim Van Zant	Network	Password	Novell Client for 32-bit Windows	No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	No	0.00
INC000000622950	Linda Boyd-Melancon	Application	Password	Utah Master Directory	No		0.41
	Help Desk	Eileen Dubach	Human Services	Low	Closed	No	0.41
INC000000622961	Linda Tripp	PC/Laptop	None	None	No		0.04
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	No	0.04
INC000000622963	Julie Bingham	Application	Password	DB2 Query Management Facility	No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	No	0.00
INC000000622970	Milton Gale	None	None	None	No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	No	0.00
INC000000622977	Jamie Luna	None	None	None	No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	No	0.00
INC000000622979	Adam Workman	Application	Password	Utah Master Directory	No		0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	No	0.29
INC000000622987	Cindy L Taylor	Network	Password	Novell Client for 32-bit Windows	No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	No	0.00
INC000000622988	Jamie Jepsen	PC/Laptop	None	ZENworks for Desktops	No		0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	No	0.95
INC000000622989	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None	No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	No	0.00
INC000000623003	Nan Mendenhall	Application	Password	Novell Client for 32-bit Windows	No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	No	0.00
INC000000623006	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None	No		0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	No	0.07

Human Services

INC000000623028	Malinda Allred	None	None	None	TIR Missed: No	0.60
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000623035	Christina Boddy	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623040	Jennifer N Davis	Network	None	None	TIR Missed: No	0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000623048	Kolleen Fortner	Application	Password	Utah Master Directory	TIR Missed: No	0.07
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000623071	Emily Roberts	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623085	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623089	Amie Richards	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623095	Eva Clarke	Application	Reporting	RSA SecurID Software Token	TIR Missed: No	0.15
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.63
INC000000623105	Cherri Ortega	None	None	None	TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000623110	John Penney	Telecom	Dial Tone	Telephone	TIR Missed: No	0.17
	Voice/Data/WAN Services	Mark Thomas	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000623113	Karla Kallas	None	None	None	TIR Missed: No	0.75
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	1.26
INC000000623114	Janis Nielson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623124	Janis Widdison	Telecom	Call Management	Telephone	TIR Missed: No	0.35
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000623128	Bart Mason	None	None	DB2 Query Management Facility	TIR Missed: No	0.16
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000623129	Katharine E Hansen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623130	Lisa Peek	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623131	Amanda Alkema	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Product		Status	TIR/TTR Missed	Hours
INC000000623135	Tim Mcomber	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000623144	Judy Hafen	Mainframe	Password	BlueZone			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low		Closed	TTR Missed: No	0.84
INC000000623157	Becky Gallegos	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low		Closed	TTR Missed: No	0.07
INC000000623162	Julie Root	Application	Password	Citrix ICA Client			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000623164	Angela Robbins	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000623173	Jennifer McCourt	Application	Reporting	Gmail			TIR Missed: Yes	2.95
	Application Services	Dustin Crump	Human Services	Low		Closed	TTR Missed: No	2.95
INC000000623182	Mark Davis	PC/Laptop	Hardware	None			TIR Missed: No	0.63
	Metro B Desktop Support	Peter Musser	Human Services	Low		Resolved	TTR Missed: No	0.63
INC000000623195	Wendy Hunt	Mobile Devices	Error	Novell GroupWise PDA Connec			TIR Missed: Yes	20.53
	Application Services	Dustin Crump	Human Services	Low		Closed	TTR Missed: Yes	20.53
INC000000623202	Nicole Casados	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000623206	Jared Bond	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000623208	Chris Pacheco	Network	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000623212	Dot Clayton	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000623235	Karen Grenz	Application	Password	DB2 Query Management Facility			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000623237	Belinda Hurst	Application	Error	None			TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000623241	David Rawlins	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000623246	Deann Gertsch	Application	Error	None			TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000623248	Gwynith Welch	Application	Error	None			TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Human Services	Low		Closed	TTR Missed: No	0.00

Human Services

INC000000623250	Bart Mason	Application	Password	DB2 Query Management Facility		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000623253	Anna Reposa	Application	Error	None		TIR Missed: No		0.00
	Rural South Desktop Support	Dan Anthony	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000623256	Larry Bottrell	Application	None	Gmail		TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000623258	Gaye A Holt	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No		0.61
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.66
INC000000623260	Stephen Shafer	Application	Error	None		TIR Missed: No		0.00
	Rural South Desktop Support	Dan Anthony	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000623280	Ben Ukoh-Eke	Network	Incident	Novell ConsoleOne		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000623284	Simanua Tiatia	Network	None	None		TIR Missed: No		0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.41
INC000000623306	Stephanie Martinez	None	None	None		TIR Missed: No		0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No		0.13
INC000000623326	Trent Clements	PC/Laptop	Virus	None		TIR Missed: No		0.24
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No		0.24
INC000000623327	LaRee Oreilly	Network	None	Novell ConsoleOne		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000623341	Nathan Wolfley	None	None	None		TIR Missed: No		0.11
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No		0.11
INC000000623347	Sherri Hernandez	None	None	None		TIR Missed: No		0.00
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No		0.16
INC000000623351	Natalie Holt	Network	None	IManager		TIR Missed: No		0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.05
INC000000623357	Vickki Carver	Network	Incident	Novell ConsoleOne		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000623361	Marcie Rogers	Gascard	None	Gascard		TIR Missed: No		0.00
	Metro A Help Desk	Liz Evans	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000623393	Justina Flesher	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000623406	Marcie Rogers	PC/Laptop	None	None		TIR Missed: No		0.31
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No		0.31

Human Services

Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000623407	Chris Wride	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623410	Debbie Koew	None	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Tyler Pearce	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623414	Michelle Moss	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623419	Scott Abeyta	Network	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623435	Theresa L Mathis	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623441	Darrell Fairbanks	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623451	Jack L Green	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623453	Cindy Clayburn	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623461	JoAnn Maxwell	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.07
INC000000623466	Stephanie Higbee	Application	None	Gmail	TIR Missed:	No	0.66
Application Services	Martin Gonzalez	Human Services		Low	Resolved	TTR Missed: No	0.66
INC000000623468	Keith savage	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623471	Kim Tuitupou	None	None	Gmail	TIR Missed:	No	0.30
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.50
INC000000623474	Karla Kallas	None	None	PGP	TIR Missed:	No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	3.88
INC000000623480	Jim Van Zant	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623484	John Macfarlane	None	None	None	TIR Missed:	No	0.16
Metro B Desktop Support	Mike Sine	Human Services		Low	Closed	TTR Missed: No	0.16
INC000000623502	Simanua Tiatia	Application	Password	PGP	TIR Missed:	No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623504	Heber Tippetts	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000623506	Amber Williams	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623513	Karen Grenz	Application	Error	BlueZone	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Human Services		Low	Closed	TTR Missed: No	0.20
INC000000623515	Jennifer B Larson	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623534	Jenny Mendelson	Application	None	PGP	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623535	Jenny Mendelson	Application	Reporting	PGP	TIR Missed: No	0.07
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.14
INC000000623537	Stephanie Martinez	EIS Hardware	Printer	None	TIR Missed: No	0.54
Strategic Communications	Dennis Rogers	Human Services		Low	Closed	TTR Missed: No	0.55
INC000000623542	Angie Watterson	None	None	None	TIR Missed: No	0.09
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: Yes	6.70
INC000000623546	Theresa Oram	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.25
INC000000623553	Cathy Rueff	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623577	Dot Clayton	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623591	Casey Preece	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000623592	Justina Flesher	None	None	None	TIR Missed: No	0.03
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.22
INC000000623593	Doug Thomas	None	None	None	TIR Missed: No	0.09
Metro B Desktop Support	Cindy Reed	Human Services		Low	Closed	TTR Missed: No	0.09
INC000000623596	Kelli Karpakis	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.20
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.26
INC000000623608	Justina Flesher	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.76
INC000000623628	Patricia Hartzell	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Human Services		Low	Closed	TTR Missed: No	1.34
INC000000623635	Justin Atwood	Application	Error	Echart	TIR Missed: No	0.42
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.42

Human Services

INC000000623639	Amanda Marin	Application	Reporting	Gmail		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000623659	Lesa Willhard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000623667	Troy Randall	None	None	None		TIR Missed: No	0.13
Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed		TTR Missed: No	0.13
INC000000623671	Jessica Hall	None	None	None		TIR Missed: No	0.31
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed		TTR Missed: No	0.31
INC000000623675	Thelma Sorensen	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed: No	0.07
INC000000623678	Jennifer Baxter	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed: No	0.17
INC000000623680	Ruth Timothy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000623681	Ceci Castillo	None	None	Utah Statewide Immunization In		TIR Missed: No	0.83
USIIS Outreach	Tavish Paulsen	Human Services	Low	Closed		TTR Missed: No	5.76
INC000000623686	Amie Richards	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000623690	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000623696	Mike Derbidge	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000623702	Laureen Wilson	None	None	Ipads		TIR Missed: No	0.80
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed		TTR Missed: No	1.02
INC000000623715	Shancie Nance	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000623724	scott holston	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000623726	Ralph Colosimo	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.13
INC000000623729	Marlene Goodrich	Application	Error	Gmail		TIR Missed: Yes	5.38
Application Services	Danielle Hood	Human Services	Low	Closed		TTR Missed: No	5.38
INC000000623733	Doug Crockett	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.08

Human Services

Incident	Name	Category	Type	Item			
INC000000623738	Deanna Young	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000623741	Megan Snow	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed:	No	
INC000000623763	Joanne Smuin	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed:	No	
INC000000623777	Ron Hathcock	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000623786	Justina Flesher	None	None	None	TIR Missed:	No	0.26
Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed:	No	4.54
INC000000623794	Vickie Nelson	None	None	Gmail	TIR Missed:	No	0.17
Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed:	No	0.17
INC000000623796	Jennifer Baxter	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000623797	Sharon R Harris	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000623802	Tammy Nuttall	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000623829	Annie Beecher	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000623841	Martin Meyer	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000623847	Jennifer Baxter	None	None	None	TIR Missed:	No	0.07
Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed:	No	0.46
INC000000623862	Laureen Wilson	Server	None	None	TIR Missed:	Yes	3.38
Application Support	Serge Nana Tafen	Human Services	Low	Closed	TTR Missed:	No	3.38
INC000000623879	Justina Flesher	None	None	None	TIR Missed:	No	0.11
Mainframe Systems Support	Lester Aoki	Human Services	Low	Closed	TTR Missed:	No	0.14
INC000000623886	Dorothy Greene	Application	None	Gmail	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000623891	Malinda Allred	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000623893	Charie Wootton	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000623896	Janice Nielsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623913	Kristina Hoffman	Application	Password	Utah Master Directory	TIR Missed: No	0.27
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.27
INC000000623916	Eva Clarke	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623918	JoAnn Maxwell	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623921	Cheryl Burgan	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	1.02
INC000000623923	Trudy Decantu	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	1.10
INC000000623925	Shaunna Skidmore	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	2.01
INC000000623926	Emily Gremillion	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623927	Ruth Powers	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	2.03
INC000000623929	Kristina Gerlach	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	2.04
INC000000623933	Heather Kline	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000623934	Ted Walker	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	2.06
INC000000623939	Emily Gremillion	Application	Password	Citrix ICA Client	TIR Missed: No	0.09
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000623968	Trudy Decantu	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	1.93
INC000000623969	Joann Naylor	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	1.92
INC000000623970	Judy A Hansen	Application	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.89
INC000000623975	Jana Redington	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000623987	Angela Spencer	None	None	None			TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000623999	Wendy Ludlow	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000624012	Justina Flesher	None	None	None			TIR Missed: No	0.12
Application Services		Danielle Hood	Human Services	Medium	Closed		TTR Missed: Yes	9.68
INC000000624015	Kay Layton	None	None	None			TIR Missed: No	0.22
Voice Operations		Gail Christiansen	Human Services	Low	Closed		TTR Missed: No	0.31
INC000000624032	Dave Armour	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000624038	Doug Thomas	Mobile Devices	Error	Novell GroupWise PDA Connec			TIR Missed: Yes	12.40
Application Services		Danielle Hood	Human Services	Low	Closed		TTR Missed: Yes	12.84
INC000000624044	Charlene Wilde	Application	None	Gmail			TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000624046	Charlene Wilde	Application	None	Gmail			TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000624058	Tammy J Valdez	None	None	None			TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000624063	Anna Owen	Network	Incident	Novell ConsoleOne			TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000624067	Linda Bassett	None	None	None			TIR Missed: No	0.12
Rural North Desktop Support		Ryan Casey	Human Services	Low	Closed		TTR Missed: No	0.12
INC000000624086	Kristy Bate	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Help Desk		James Stearns	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000624095	Debbi Orwin	Application	Password	PGP			TIR Missed: No	0.00
Help Desk		Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000624110	Doug Anderson	PC/Laptop	Password	None			TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.09
INC000000624114	Jennifer Baxter	Mainframe	Password	BlueZone			TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000624115	Heather Rondorf	None	None	None			TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000624120	Carol Myers	PC/Laptop	Password	None			TIR Missed: No	0.10
Rural Central Desktop Support		Troy Morris	Human Services	Low	Closed		TTR Missed: No	0.96

Human Services

INC000000624123	Kristy Bate	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624158	Kristy Bate	Application	Password	Utah Master Directory	TIR Missed:	No	0.06
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.31
INC000000624163	Rick H Hansen	None	None	None	TIR Missed:	No	0.56
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.56
INC000000624164	Keith savage	PC/Laptop	None	None	TIR Missed:	Yes	2.27
Metro B Desktop Support	Tyler Pearce	Human Services		Low	Closed	TTR Missed: No	2.27
INC000000624172	Rita Brooks	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624189	Samuel Borrowman	None	None	Gmail	TIR Missed:	Yes	15.37
Application Services	Danielle Hood	Human Services		Low	Closed	TTR Missed: Yes	15.50
INC000000624192	Denys Fedotov	None	None	None	TIR Missed:	No	0.06
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.06
INC000000624196	Sharon Christensen	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed: No	
INC000000624201	Penny Rice	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624204	Livingstone Tauvao	Network	Error	None	TIR Missed:	No	0.18
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.37
INC000000624211	Laurie Vigil	None	None	Active Directory	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.08
INC000000624215	Lucas Brinkerhoff	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624226	Stephanie Sinju	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.20
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	0.20
INC000000624239	Janet Culpepper	Application	Password	Content Manager	TIR Missed:	No	0.72
ORS Content Manager	Pam Lee	Human Services		Low	Closed	TTR Missed: No	0.72
INC000000624241	Nicholas Edge	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624245	Tonya Smith	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624248	Amie Richards	Application	None	Sybase Open Client	TIR Missed:	No	0.13
Metro B Desktop Support	Cindy Reed	Human Services		Low	Closed	TTR Missed: No	0.75

Human Services

Incident	Name	Type	Subtype	System			TIR Missed	
INC000000624257	Terri Nixon	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	1.26
INC000000624267	Nicholas Edge	Application	Password	Utah Master Directory			TIR Missed: No	0.11
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.40
INC000000624276	Eva Clarke	Application	None	State Payroll Time Entry System			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624300	Kristy Bate	None	None	None			TIR Missed: No	0.45
	Rural Central Desktop Support	John Donaldson	Human Services		Low	Closed	TTR Missed: No	0.46
INC000000624302	Jana Gierisch	Telecom	Dial Tone	Telephone			TIR Missed: No	0.49
	Voice/Data/WAN Services	Art Scott	Human Services		Low	Closed	TTR Missed: No	0.67
INC000000624325	Brenda Bowman	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624356	Penny Rice	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624359	Charlynn Begay	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624362	Chris Wanlass	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services		Low	Closed	TTR Missed: No	0.10
INC000000624365	Trudy Decantu	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services		Low	Closed	TTR Missed: No	0.12
INC000000624366	Sandra Ferland	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services		Low	Closed	TTR Missed: No	0.14
INC000000624368	Justina Flesher	None	None	None			TIR Missed: No	0.55
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	3.50
INC000000624370	Michele Garrick	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624376	David Lowe	Application	Password	Utah Master Directory			TIR Missed: No	0.41
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.79
INC000000624390	Justina Flesher	Network	None	None			TIR Missed: No	0.27
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.91
INC000000624394	Dawn Prince	Application	Error	Gmail			TIR Missed: No	0.30
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.55
INC000000624396	Justina Flesher	None	None	Active Directory			TIR Missed: No	0.30
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	3.15

Human Services

INC000000624401	Cassandra Daley	Telecom	Dial Tone	Telephone		TIR Missed:	No	0.33
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed:	No	0.75
INC000000624412	Patrice Dozier	PC/Laptop	Hardware	None		TIR Missed:	No	0.15
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.19
INC000000624415	Jarilyn Sterling	None	None	None		TIR Missed:	No	0.15
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed:	No	0.38
INC000000624422	Elaine Boren-Hess	None	None	SAFE		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.99
INC000000624425	Louann Hill	Application	Password	Utah Master Directory		TIR Missed:	No	0.03
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	0.55
INC000000624430	Roger Andra	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624436	Vanessa Jarrell	Application	Password	Gmail		TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624441	Bart Mason	PC/Laptop	None	None		TIR Missed:	No	0.05
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.30
INC000000624443	Julia Huffaker	Application	Reporting	None		TIR Missed:	No	0.81
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.85
INC000000624451	Kim Pinnegar	Application	Password	Utah Master Directory		TIR Missed:	No	0.06
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	0.21
INC000000624461	Kira Pedroza	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624469	Staci Perez	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624475	Kathryn Wright	Application	Password	PGP		TIR Missed:	No	0.25
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed:	No	0.29
INC000000624484	Suzanne Brittain	None	None	Cisco AnyConnect VPN Client		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624489	Julene Jones	None	None	None		TIR Missed:	No	0.11
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed:	No	0.11
INC000000624493	Jilenne Gunther	Application	Error	PGP		TIR Missed:	No	0.22
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed:	No	0.44
INC000000624500	Ken Ransom	Application	Password	DB2 Query Management Facility		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

| INC000000624517 | Debbie Lockyer | Application | Password | Citrix ICA Client | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624518 | Janet Welling | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624534 | Sarah Houser | None | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624537 | Sandra Reed | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624541 | Ronald Martz | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624553 | Leticia Dardon | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624554 | Chris Wride | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624559 | Kira Pedroza | Mobile Devices | Error | Novell GroupWise PDA Connect | TIR Missed: Yes | 28.99 |
| Application Services | | Dustin Crump | Human Services | Low | Closed | TTR Missed: Yes | 29.01 |

| INC000000624560 | Dan Barrett | Application | None | Gmail | TIR Missed: No | 0.15 |
| Help Desk | | James Stearns | Human Services | Low | Resolved | TTR Missed: Yes | 56.99 |

| INC000000624565 | Ryan Midgley | Network | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624571 | Delma Martinez | EIS Hardware | Printer | None | TIR Missed: No | 0.27 |
| Strategic Communications | | Dennis Rogers | Human Services | Low | Closed | TTR Missed: No | 4.67 |

| INC000000624572 | Staci Ghneim | Application | Password | Citrix ICA Client | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624574 | Marla Mathisen | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624577 | Steve Brown | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.32 |
| Metro B Desktop Support | | Mike Wilde | Human Services | Low | Closed | TTR Missed: No | 0.95 |

| INC000000624596 | Penny Rice | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624601 | Raelyn Schenk | None | None | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Dane Smith | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000624603 | Amie Richards | Application | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |

Human Services

INC000000624611	Melissa Foulger	None	None	Gmail		TIR Missed: No	0.15
Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	64.16

INC000000624624	Marlene Zouein Blaizot	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000624626	Candice Barber	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000624638	Peggy Major	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000624645	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000624652	Lana Stohl	Mobile Devices	None	iPhone		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000624658	Dan Barrett	None	None	None		TIR Missed: No	0.24
Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.68

INC000000624664	Angela Robbins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000624677	Tiffani Tayler	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000624691	Kara Anderson	PC/Laptop	Performance	None		TIR Missed: No	0.13
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.13

INC000000624729	Jeanine Bernal	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000624733	Eneleata Garcia	Network	Password	IManager		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000624766	Scott Abeyta	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.01

INC000000624770	Jenna Bloswick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000624777	Nicholas Edge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000624780	Zelma Hughes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000624783	Jennifer Jamalkowski	PC/Laptop	None	Microsoft Windows 7		TIR Missed: No	0.16
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.28

Human Services

Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000624787	Jennifer Palmer	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624788	Andrew Archuleta	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624803	Martin Roundy	Application	None	Microsoft PowerPoint	TIR Missed:	Yes	1.79
Rural Central Desktop Support	Rod Montoya	Human Services	Low	Closed	TTR Missed:	No	1.79
INC000000624804	Chris Hoffman	Network	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624805	Mark Perry	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624814	Josie Angerhofer	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624819	Lori Stybe	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624820	Mark Brasher	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624830	Sidney Swain	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624831	Sidney Swain	None	None	Microsoft Word	TIR Missed:	No	0.06
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed:	No	0.20
INC000000624832	Carol Black	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000624840	Don Campbell	None	None	Adobe Reader	TIR Missed:	No	0.38
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed:	No	1.87
INC000000624867	Cecil Robinson	None	None	None	TIR Missed:	No	0.46
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.54
INC000000624878	Nicole Nielsen	None	None	None	TIR Missed:	No	0.28
Network Operations	Michael Ostrander	Human Services	Low	Closed	TTR Missed:	No	0.54
INC000000624889	Jeanine Bernal	Application	Password	Utah Master Directory	TIR Missed:	No	0.10
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.24
INC000000624901	Carma Sorensen	Application	Error	Gmail	TIR Missed:	Yes	2.25
Metro D Help Desk	Matthew Earl	Human Services	Low	Closed	TTR Missed:	No	2.28
INC000000624904	Roger Andra	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000624911	Lori Holmes	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624913	Nancy Sloper	Application	None	Microsoft Office		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624917	Lee Fairbourn	PC/Laptop	None	None		TIR Missed: No	0.32
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	0.42
INC000000624919	Mike P Conn	PC/Laptop	Performance	None		TIR Missed: No	0.32
Metro B Desktop Support	Peter Musser	Human Services		Low	Closed	TTR Missed: No	0.33
INC000000624928	Jeanine Bernal	Application	Password	Utah Master Directory		TIR Missed: No	0.18
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.22
INC000000624931	LaRee Oreilly	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624937	Michael B Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624950	Darla Caldwell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624954	Jay G Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624959	Stephen Shafer	Application	Error	SAFE		TIR Missed: Yes	1.42
Rural South Desktop Support	Dan Anthony	Human Services		Low	Closed	TTR Missed: No	1.66
INC000000624970	Joe Torres	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000624971	Melinda Thompson	PC/Laptop	Hardware	None		TIR Missed: Yes	1.40
Rural Central Desktop Support	Rod Montoya	Human Services		Low	Closed	TTR Missed: No	1.40
INC000000624977	Dawna Shultz	Application	Error	ZENworks for Desktops		TIR Missed: No	0.10
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.10
INC000000624996	Laura Knight	Application	Reporting	PGP		TIR Missed: No	0.71
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.79
INC000000625020	Kami Elmer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625030	Dan Barrett	Application	Password	Active Directory		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625036	Bruce S Bishop	Application	None	Gmail		TIR Missed: Yes	49.83
Application Services	Martin Gonzalez	Human Services		Low	Resolved	TTR Missed: Yes	49.83

Human Services

INC000000625060	Salome Burgess	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625065	Victoira Jones	Application	Password	Utah Master Directory	TIR Missed:	No	0.12
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	1.02
INC000000625068	Kevin Jackson	None	None	None	TIR Missed:	No	0.11
Metro B Desktop Support	Stephanie Young	Human Services		Low	Closed	TTR Missed: No	0.11
INC000000625069	Warren Malupo	Application	Password	Citrix ICA Client	TIR Missed:	No	0.36
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.48
INC000000625092	Tia Clay	None	None	None	TIR Missed:	No	0.59
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	0.59
INC000000625123	Eddie Stinnett	Application	Error	Gmail	TIR Missed:	No	0.78
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.88
INC000000625126	Wilton Lolofie	Application	Error	Utah Master Directory	TIR Missed:	No	0.70
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.87
INC000000625137	Camille Rowley	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625155	Ruth Johnson	Application	Password	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625158	Christina Boddy	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625162	Rebel Smith	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625164	Christina Boddy	Network	Password	None	TIR Missed:	No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625165	Christina Boddy	Application	Error	BlueZone	TIR Missed:	No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625166	Mark Durrant	Network	Password	Utah Master Directory	TIR Missed:	No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625169	Jana Young	Network	Password	Utah Master Directory	TIR Missed:	No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625187	Ruth Johnson	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625190	Nathan Parker	Application	Error	Novell Messenger	TIR Missed:	No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000625224	Tara Reese	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625227	Theresa May	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625237	Julie Elder	None	None	Microsoft Terminal Server Client		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625246	Kami Curtis	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625263	Royce Clark	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625276	Matthew Shallenberger	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625284	Melanie Winsor	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625301	Jeanine Bernal	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625308	Heather Rondorf	None	None	RSA SecurID Software Token		TIR Missed: No	0.22
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000625325	Malinda Allred	PC/Laptop	Error	None		TIR Missed: No	0.59
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.76
INC000000625343	Toby Vlaanderen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625347	Kevin Fernley	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625354	Korby Pennington	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625358	Toby Vlaanderen	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000625383	Annette Long	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000625384	James Larson	Application	Password	Utah Master Directory		TIR Missed: No	0.56
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000625387	Chris Boswell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000625388	Carrie Armbruster	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000625397	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.33
Voice Operations	Leon Owen	Human Services		Low	Closed	TTR Missed:	No	0.33
INC000000625399	Kevin Fernley	Application	Password	Gmail		TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000625415	Delayne Heinhold	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.48
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	0.53
INC000000625416	Mary Wilder	None	None	None		TIR Missed:	No	0.27
Help Desk	Fred Schmidt	Human Services		Low	Closed	TTR Missed:	No	1.18
INC000000625417	Kevin Jackson	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed:	No	0.14
Application Services	Danielle Hood	Human Services		Low	Closed	TTR Missed:	Yes	8.71
INC000000625427	Deanna Bigelow	None	None	Gmail		TIR Missed:	No	0.04
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed:	No	0.04
INC000000625430	Jill Richan	Application	Password	Utah Master Directory		TIR Missed:	No	0.96
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	1.00
INC000000625434	Joseph Williams	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000625435	Karen C Andersen	None	None	Utah Criminal Justice Informatio	TIR Missed:	No	0.97
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	1.01
INC000000625443	Adam Park	Application	None	Novell eDirectory		TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000625446	Delayne Heinhold	Application	Password	Utah Master Directory		TIR Missed:	No	0.31
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	0.31
INC000000625447	Scott Wells	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000625466	Brad Cox	Application	None	Novell eDirectory		TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000625470	Janice Oswald	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000625472	Loretta Campbell	Application	Error	Office of Recovery Services Info	TIR Missed:	No	0.64
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	0.86
INC000000625482	Leslee Butterfield	PC/Laptop	None	None		TIR Missed:	No	0.06
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed:	No	0.07

Human Services

Incident	Name	Category	Subcategory	Product / CI		Priority	Status	TIR/TTR Missed	Value
INC000000625483	Deanne Evans	None	None	PGP				TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed: No	0.39
INC000000625507	Kim Pinnegar	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000625508	Adrianna Pahulu	None	None	None				TIR Missed: No	0.31
	Rural North Desktop Support	Lori Hartzell	Human Services			Low	Closed	TTR Missed: No	0.95
INC000000625531	Louann Hill	Telecom	Voice Mail	None				TIR Missed: No	0.25
	Voice Operations	Leon Owen	Human Services			Low	Closed	TTR Missed: No	0.25
INC000000625534	Lorraine Lindley	Application	None	Novell eDirectory				TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000625536	Patrick Dotson	Application	Error	Sybase Adaptive Server Anywhe				TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services			Low	Closed	TTR Missed: No	1.70
INC000000625537	Tracy Seegmiller	Telecom	Voice Mail	Telephone				TIR Missed: No	0.43
	Voice Operations	Leon Owen	Human Services			Low	Closed	TTR Missed: No	0.43
INC000000625547	Jill McKinlay	Application	Error	None				TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000625553	Ruth Johnson	None	None	Citrix ICA Client				TIR Missed: No	0.38
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed: No	1.00
INC000000625558	Rosan Radford	None	None	None				TIR Missed: No	0.12
	Metro B Desktop Support	Austin Farey	Human Services			Low	Resolved	TTR Missed: No	2.66
INC000000625565	Marne Bowden	PC/Laptop	Error	None				TIR Missed: No	0.24
	Metro B Desktop Support	Annice Valdez	Human Services			Low	Resolved	TTR Missed: No	0.27
INC000000625567	Colleen Berrett	None	None	Utah Criminal Justice Informatio				TIR Missed: No	0.19
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed: No	0.19
INC000000625578	Jill McKinlay	PC/Laptop	Performance	None				TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000625583	Christine Hamontree	Application	Password	Utah Master Directory				TIR Missed: No	0.12
	Help Desk	Brenda Treadway	Human Services			Low	Closed	TTR Missed: No	0.12
INC000000625584	Lisa Tarbox	Mainframe	Password	BlueZone				TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000625591	Candy Price	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000625592	Julie Spevak	Application	Error	None				TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services			Low	Closed	TTR Missed: No	0.00

Human Services

INC000000625593	Laurie Flores	None	None	None		TIR Missed: No	0.21
Metro B Desktop Support	Mike Wilde	Human Services		Low	Resolved	TTR Missed: Yes	9.75
INC000000625598	Terri Niederhauser	None	None	None		TIR Missed: No	0.56
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.65
INC000000625624	Angela Robbins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625630	Donna Roche	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625632	Judy Hull	None	None	None		TIR Missed: No	0.08
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	0.42
INC000000625638	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625642	Susan Dalpiaz	None	None	None		TIR Missed: No	0.18
Metro B Desktop Support	Jay Locker	Human Services		Low	Resolved	TTR Missed: No	0.18
INC000000625646	Justina Flesher	None	None	None		TIR Missed: No	0.05
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.19
INC000000625647	Lisa Peek	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625648	Shelly Balderston	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625653	Jennifer Wagoner	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625654	Marty Robins	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625694	Justina Flesher	None	None	None		TIR Missed: No	0.06
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.78
INC000000625708	Annita Kendall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625711	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625718	Barbara Ruff	None	None	Adobe Acrobat		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000625720	Tamera Weis	None	None	SAFE		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000625731	Nolene Hood	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000625732	Annette Long	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.53
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.66
INC000000625734	Kay Layton	Telecom	Area Code	Telephone	TIR Missed:	No	0.14
Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed:	No	0.14
INC000000625738	Zlatko Porobic	None	None	None	TIR Missed:	No	0.22
Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed:	No	0.37
INC000000625743	Martha Beacco	Application	None	None	TIR Missed:	No	0.00
Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000625746	Tara Taysom	Application	None	None	TIR Missed:	No	0.00
Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000625754	Doreen Morgan	None	None	Medicaid Managed Information	TIR Missed:	No	0.00
Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed:	No	0.33
INC000000625767	Michael Blakey	Application	Error	SAFE	TIR Missed:	No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed:	No	2.87
INC000000625783	Jennifer Baxter	None	None	Utah Criminal Justice Informatio	TIR Missed:	No	0.52
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.58
INC000000625786	Donovan Bergstrom	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000625787	Annette Long	Application	Password	Gmail	TIR Missed:	No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000625804	Linda Long	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000625807	Elizabeth Sollis	Network	Incident	None	TIR Missed:	No	0.66
Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed:	No	3.21
INC000000625812	Christy M Wixom	None	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000625850	Joseph Williams	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.37
Voice Operations	James Gifford	Human Services	Low	Closed	TTR Missed:	No	0.37
INC000000625853	Chris Packard	None	None	None	TIR Missed:	Yes	3.04
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	3.04
INC000000625872	Heather Kline	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000625873	Shirley Owen	Network	Incident	None		TIR Missed: No		0.18
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.22
INC000000625888	Denise Sullivan	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000625903	Cecil Robinson	Network	Error	None		TIR Missed: No		0.55
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.62
INC000000625906	Emilee Beers	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000625912	Lori Draper-smith	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000625917	Patricia Runyan	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000625920	Michael Flandro	Network	Password	None		TIR Missed: No		0.18
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.96
INC000000625923	Traci Jones	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No		0.27
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.33
INC000000625932	Todd Thayn	Application	Reporting	Utah Criminal Justice Informatio		TIR Missed: No		0.27
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.27
INC000000625935	Deann Richins	Network	Password	None		TIR Missed: No		0.46
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No		0.46
INC000000625949	Trena Adams	Application	Error	PGP		TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000625959	Allen De Graw	Print/Copy/Scan/Fax	None	None		TIR Missed: No		0.18
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No		0.18
INC000000625965	Sandra Reed	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000625997	Timaree Crandell	Network	Error	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626000	Lorri Steadman	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626004	Mary Ferrell	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626010	Mark Brasher	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00

Human Services

INC000000626019	Laureen Wilson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626029	christy davis	None	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.28
INC000000626032	Sheri Wolfley	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626037	Kim Pinnegar	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626038	Carrie Armbruster	Application	None	Utah Master Directory	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626048	Reynaldo Medellin	Application	Error	Microsoft Windows 7	TIR Missed:	No	0.70
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed:	No	0.70
INC000000626053	Tari Weaver	None	None	None	TIR Missed:	No	0.15
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.22
INC000000626064	Chris Boswell	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626070	Patricia Davis	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.20
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	1.42
INC000000626075	Kelsie Tomlinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626076	Chris Boswell	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626092	Tanya Schmidt	Application	Error	SAFE	TIR Missed:	No	0.04
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.13
INC000000626095	joyce morgan-hanks	None	None	None	TIR Missed:	No	0.37
Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed:	No	2.93
INC000000626102	Kimberly Bartlett	None	None	SAFE	TIR Missed:	No	0.00
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed:	No	0.31
INC000000626118	Susan Sparks	None	None	None	TIR Missed:	Yes	1.06
Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed:	No	1.06
INC000000626122	Naomi Stewart	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626123	Donovan Bergstrom	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.39
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed:	No	0.46

Human Services

Incident	Requester	Type	Category	Item	Group	TIR/TTR Missed		Time
INC000000626124	Lori Holmes	Application	Error	SAFE		TIR Missed: No		0.22
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No		0.22
INC000000626142	Cindy Cowan	Application	Error	Internet Explorer		TIR Missed: No		0.15
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.57
INC000000626161	Daniel Hansen	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626168	Chris Packard	None	None	Gmail		TIR Missed: No		0.59
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No		0.77
INC000000626169	Melisa Bruch	Application	Error	Microsoft Windows 7		TIR Missed: No		0.08
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No		0.08
INC000000626174	Trisha Glenn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626176	John Wilson	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626183	Sandra Sanduk	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626199	Kari Spigarelli	None	None	None		TIR Missed: No		0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No		0.05
INC000000626211	Sisifo Taatiti	Application	Password	Utah Master Directory		TIR Missed: No		0.71
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No		0.71
INC000000626213	Ray Winger	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626223	Angeline Jacobs	None	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626231	Cynthia Akins	None	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626233	Angeline Jacobs	None	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626248	Tom Dunford	Application	Password	Citrix ICA Client		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626252	Janene Parry	None	None	None		TIR Missed: Yes		1.42
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No		1.42
INC000000626256	Janene Parry	None	None	None		TIR Missed: Yes		1.38
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No		1.38

Human Services

Incident	Name	Category	Type	System	TIR Missed		Hours
INC000000626257	Denise Bradshaw	Application	Error	None	TIR Missed: No		0.09
Rural South Desktop Support	Silas Aitchison	Human Services		Low	Closed	TTR Missed: No	0.09
INC000000626269	Janene Parry	None	None	None	TIR Missed: Yes		1.19
Application Services	Danielle Hood	Human Services		Low	Resolved	TTR Missed: No	1.19
INC000000626271	Jana Darling	Application	Password	DB2 Query Management Facility	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000626273	Stormi Fairbanks	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000626277	Maciel Perea	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000626287	Sue Urry	Network	Password	Utah Master Directory	TIR Missed: No		0.00
Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000626296	Jordan Witbeck	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No		0.00
Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000626301	Terri Brandon	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000626307	Rebecca Collier	None	None	RSA SecurID Software Token	TIR Missed: No		0.22
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	2.25
INC000000626310	Rick H Hansen	None	None	None	TIR Missed: No		0.99
Metro B Desktop Support	Annice Valdez	Human Services		Low	Resolved	TTR Missed: No	1.45
INC000000626311	Jon Neel	Application	Password	Utah Master Directory	TIR Missed: No		0.29
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.29
INC000000626315	Annette Babisz	Application	Error	Gmail	TIR Missed: Yes		7.78
Metro B Desktop Support	Sean Chadbourne	Human Services		Low	Resolved	TTR Missed: N/A	
INC000000626321	Sheri DeVore	Application	Error	Internet Explorer	TIR Missed: No		0.90
Metro A Desktop Support	Mike Beynon	Human Services		Low	Resolved	TTR Missed: No	1.68
INC000000626333	Janene Parry	None	None	None	TIR Missed: No		0.46
Application Services	Danielle Hood	Human Services		Low	Resolved	TTR Missed: No	0.46
INC000000626347	Janene Parry	None	None	None	TIR Missed: No		0.23
Application Services	Danielle Hood	Human Services		Low	Resolved	TTR Missed: No	0.23
INC000000626356	Alexander Dahmen	PC/Laptop	None	None	TIR Missed: No		0.46
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	1.66
INC000000626366	James Ako	Application	None	Utah Master Directory	TIR Missed: No		0.00
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000626371	Sean T Orton	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626389	Gina Latner	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626391	James Ako	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.37
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.37
INC000000626396	Mike Derbidge	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626419	Diane McCarty	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626420	Diane McCarty	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626430	Candice Whiteley	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626447	Kristan Hernandez	None	None	None	TIR Missed:	No	0.05
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.15
INC000000626451	Laura Pare	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626455	Nicole Casados	Network	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626457	Kerry Hansen	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626469	Julie Carlile	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.22
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.33
INC000000626475	Shaunna Skidmore	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626489	Michael Cox	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626492	Shaunna Skidmore	None	None	None	TIR Missed:	No	0.30
Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed:	No	0.30
INC000000626506	Shelly Park	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000626511	Carol E Loumeau	PC/Laptop	None	None	TIR Missed:	No	0.48
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.48

Human Services

Incident	Name	Category 1	Category 2	Category 3		TIR/TTR Missed		Time
INC000000626526	Julie Carlile	Print/Copy/Scan/Fax	None	None		TIR Missed: No		0.28
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No		0.29
INC000000626534	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626535	Mindy Sneddon	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626536	Carrie Worthen	None	None	None		TIR Missed: No		0.15
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No		0.20
INC000000626548	Jacqueline Perez	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626559	Patty Phillips	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626566	Laree Bybee	Application	Error	SAFE		TIR Missed: No		0.58
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No		0.58
INC000000626596	Michael Flandro	Application	Password	Novell Client for 32-bit Windows		TIR Missed: Yes		1.29
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No		1.35
INC000000626602	Heidi Hansen	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626604	Donna Roche	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No		0.47
INC000000626606	Dorothy Greene	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No		0.49
INC000000626609	Christie R Olsen	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No		0.52
INC000000626612	Dorothy Greene	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No		0.53
INC000000626615	Luanne Endres	Network	Error	None		TIR Missed: No		0.05
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Resolved	TTR Missed: No		0.05
INC000000626623	Catrena Doster	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626624	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000626628	Ron Hathcock	None	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No		0.00

Human Services

Incident	Name	Category	Type	Item			TIR/TTR Missed		Value
INC000000626631	Brenda McBride	None	None	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000626633	Shaunna Skidmore	None	None	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000626653	Jennifer Bodily	Application	Error	SAFE			TIR Missed:	No	0.26
	Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed:	No	0.26
INC000000626659	Gloria Evans	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Human Services		Low	Resolved	TTR Missed:	No	0.60
INC000000626665	Steve Bennett	Network	Error	None			TIR Missed:	No	0.00
	Rural South Desktop Support	Dan Anthony	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000626678	Roxanna Carleton	Application	None	Active Directory			TIR Missed:	No	0.20
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed:	No	0.32
INC000000626680	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000626685	Elizabeth Knight	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000626686	Melissa Lindsey	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000626711	Tina Myers	None	None	None			TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed:	No	0.13
INC000000626723	Kathy Maxfield	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000626734	Susan Johnson	Application	Password	Content Manager			TIR Missed:	No	0.00
	ORS Content Manager	Les Roberts	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000626775	Jill Stewart	Application	Password	Utah Master Directory			TIR Missed:	No	0.06
	Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed:	No	0.06
INC000000626788	Marilyn Petty	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000626790	Dave Snowball	Application	None	Novell eDirectory			TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Resolved	TTR Missed:	No	
INC000000626795	Kathleen Sims	Application	Error	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000626803	Mary Burgener	Mainframe	Password	BlueZone			TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed:	No	0.00

Human Services

INC000000626807	Linda Boyd-Melancon	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	
INC000000626815	Jill Richan	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000626820	Melissa Brady	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000626833	Carol Graway	None	None	None		TIR Missed: No	0.56
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved		TTR Missed: No	0.56
INC000000626848	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000626852	Venice Hampton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000626854	Faye Pilcher	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000626866	Kathleen Fulton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000626871	Caron Hacker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000626899	Elizabeth Sollis	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000626901	Violet Secrest	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.41
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved		TTR Missed: No	0.42
INC000000626904	Ruth Wilson	Application	Error	Gmail		TIR Missed: No	0.37
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	1.12
INC000000626907	Colleen Cook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000626912	Dayna Martinsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000626920	Charlotte Vincent	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000626921	Mark Osenbach	Application	Error	Microsoft PowerPoint		TIR Missed: Yes	1.14
Metro B Desktop Support	Kraig Ellis	Human Services	Low	Resolved		TTR Missed: No	1.27
INC000000626925	Bart Mason	Network	Password	None		TIR Missed: No	0.05
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved		TTR Missed: No	0.16

Human Services

Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000626938	Carol Grawey	None	None	None	TIR Missed: No		0.61
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	0.77
INC000000626953	Cherie Root	Application	Password	Utah Master Directory	TIR Missed: No		0.14
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000626955	Marsha Collings	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000626959	Stormi Fairbanks	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No		0.06
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.50
INC000000626961	Claire Mantonya	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000626964	Curtis Giles	Application	None	Gmail	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000626970	Jeremy Johnston	Application	Reporting	Utah Master Directory	TIR Missed: No		0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000626977	Jeanna O'Connor	Application	Password	ZENworks for Desktops	TIR Missed: No		0.37
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	3.75
INC000000626992	Pule Alo	PC/Laptop	Password	None	TIR Missed: No		0.56
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.82
INC000000626995	Kim L Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627002	Kimberly Clements	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627003	Marsha Collings	Application	Password	Microsoft Windows XP Professio	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627023	Jeanmarie Morris	Application	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627025	Michelle Patterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627038	Julie Elder	PC/Laptop	Performance	None	TIR Missed: No		0.10
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000627079	Kayla Maxfield	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627090	Brent Shaw	PC/Laptop	None	None	TIR Missed: No		0.53
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.53

Human Services

INC000000627096	Val Bonnett	None	None	Google Chrome	TIR Missed: No		0.18
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.18
INC000000627104	Vanessa Jarrell	Application	None	Utah Master Directory	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627107	Megan Martinez	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627113	JoAnn Maxwell	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627116	Eva Clarke	Application	Error	RSA SecurID Software Token	TIR Missed: No		0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000627143	Fleishia Wahlin	Application	Error	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	3.81
INC000000627144	Saleima Pahulu	None	None	None	TIR Missed: No		0.17
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	0.55
INC000000627146	Linda Tripp	None	None	Adobe Acrobat	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627148	Kaylee Dimick	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627166	Lorilee Walters	None	None	Gmail	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627183	Nancy Nixon	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627184	Linda Moon	None	None	None	TIR Missed: No		0.00
	Metro A Help Desk	Edward Fortner	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000627200	Gaye Bluemel	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627206	Vicky Turner	None	None	None	TIR Missed: No		0.55
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000627212	Joan Charter	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000627224	Kori Reese	Application	None	State Payroll Time Entry System	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	
INC000000627227	Nicki Bidlack	Application	None	Citrix ICA Client	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000627238	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000627243	Ella Lopez	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000627255	Shaunna Skidmore	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved		TTR Missed: No	0.20
INC000000627256	Shaunna Skidmore	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved		TTR Missed: No	0.22
INC000000627258	Shaunna Skidmore	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved		TTR Missed: No	0.24
INC000000627260	Shaunna Skidmore	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved		TTR Missed: No	0.23
INC000000627261	Joann Naylor	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved		TTR Missed: No	0.23
INC000000627273	Deanne Evans	Application	Error	Gmail		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000627288	Dorthea Miles	None	None	None		TIR Missed: No	0.10
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	1.29
INC000000627318	Kyle Harris	PC/Laptop	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000627323	Michael Murdock	Application	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000627325	Joanne Smuin	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000627337	Angie Ward	Wireless Connectivity	None	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000627338	Lisa Lewis	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.19
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved		TTR Missed: No	0.19
INC000000627351	Shannon Sirkel	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
Network Operations	Michael Ostrander	Human Services	Low	Resolved		TTR Missed: No	1.53
INC000000627354	Nathan Steimle	Application	Error	None		TIR Missed: No	0.00
ORS Content Manager	Jeff Symonds	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000627362	Julie Burton	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

| INC000000627364 | Atonio Polu | Network | Password | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000627386 | Violet Secrest | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.43 |

| INC000000627390 | Sandi Evans | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000627392 | Julie U Gibson | Application | Error | PGP | TIR Missed: No | 0.50 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 5.76 |

| INC000000627399 | Morgan H Hurst | Application | None | Utah Master Directory | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000627401 | Emmie Russom | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000627417 | Sheri Wolfley | None | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000627423 | Chris Boswell | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000627429 | Holly Reeves | Application | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000627438 | Connie Eng | None | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 5.06 |

| INC000000627449 | Kris Wisdom | PC/Laptop | None | None | TIR Missed: No | 0.59 |
| Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.59 |

| INC000000627452 | Roxanna Carleton | None | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000627453 | Cathy Rueff | PC/Laptop | None | None | TIR Missed: No | 0.28 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 0.28 |

| INC000000627457 | Kelsie Tomlinson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000627466 | Lisa Bruno | Application | Reporting | Gmail | TIR Missed: No | 0.05 |
| Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.30 |

| INC000000627467 | Lyndsay A Smith | Application | Error | SAFE | TIR Missed: No | 0.83 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 2.15 |

| INC000000627474 | Justin Robb | None | None | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

Human Services

Incident	Name	Category 1	Category 2	Product	TIR/TTR Missed		Hours
INC000000627503	Aaron Bettinson	Network	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627511	Melissa Simmons	None	None	None	TIR Missed:	No	0.41
Network Operations	Jared Elzinga	Human Services	Low	Resolved	TTR Missed:	No	0.41
INC000000627512	Amanda Brough	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627514	Susan Martell	None	None	Gmail	TIR Missed:	Yes	1.26
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	1.26
INC000000627519	Kris Shaw	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627525	Scott Abeyta	None	None	Adobe Acrobat	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627531	Kathleen Fife	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627535	Marcia Fryer	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627547	DeAnn Karratti	Application	Password	Utah Master Directory	TIR Missed:	No	0.03
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed:	No	2.32
INC000000627548	Laureen Wilson	None	None	None	TIR Missed:	Yes	1.75
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	1.75
INC000000627570	Lynne LeBaron	PC/Laptop	None	None	TIR Missed:	No	0.33
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed:	No	0.33
INC000000627577	Kayla Maxfield	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627579	Chris Boswell	None	None	Kofax ImageControls	TIR Missed:	Yes	3.85
ORS Content Manager	Jeff Symonds	Human Services	Low	Closed	TTR Missed:	No	3.85
INC000000627588	Brian C Partridge	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627598	Anna Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627603	June Kohles	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627610	Bonnie Northrup	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed:	No	0.00

Human Services

INC000000627617	Jeffery Harris	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627631	Michelle Briseno	Application	Error	None	TIR Missed:	No	0.25
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.34
INC000000627641	Jill Hill	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627647	Charri Brummer	None	None	Droid	TIR Missed:	Yes	1.45
Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed:	No	1.60
INC000000627653	Christine Nguyen	None	None	None	TIR Missed:	No	0.49
Capitol Hosting	Mycah Mattox	Human Services	Low	Resolved	TTR Missed:	No	1.26
INC000000627654	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627664	Raelyn Schenk	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627667	Kristy Walker	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627676	Regena Bonner	None	None	SAFE	TIR Missed:	Yes	1.75
Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed:	No	1.75
INC000000627689	Steve Jay	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627690	Angela Robbins	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627745	Karen C Andersen	None	None	None	TIR Missed:	Yes	3.79
Network Operations	Michael Ostrander	Human Services	Low	Resolved	TTR Missed:	No	3.79
INC000000627750	Antero Jerry Gonzalez	None	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627753	Traci Jones	None	None	Cisco AnyConnect VPN Client	TIR Missed:	Yes	2.63
Network Operations	Brian Chatwin	Human Services	Low	Resolved	TTR Missed:	No	2.63
INC000000627769	Jeff Symonds	Application	Password	Active Directory	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000627778	Julie mortensen	None	None	None	TIR Missed:	Yes	1.04
Capitol Hosting	Kyle Burkhardt	Human Services	Low	Resolved	TTR Missed:	No	1.04
INC000000627799	Tammy W Harris	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed:	No	0.00

Human Services

Incident	Name	Type	Category	System	TIR Missed	Priority	Status	TTR Missed	Value
INC000000627808	Scott Jacobson	Mainframe	Password	None	TIR Missed: No				0.21
	Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No		0.24
INC000000627813	Kelsie Tomlinson	Application	None	Gmail	TIR Missed: No				0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000627821	Georgina Trujillo	None	None	None	TIR Missed: No				0.00
	Operations Production Control	Christie Burnham	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000627824	Rosan Radford	None	None	None	TIR Missed: No				0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000627827	Shawna Peterson	None	None	None	TIR Missed: No				0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000627834	Steve Jay	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No				0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000627835	Kerry Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed: No		0.51
INC000000627845	Eldred Owens	Application	Password	None	TIR Missed: No				0.01
	Rural Central Desktop Support	Troy Morris	Human Services		Low	Resolved	TTR Missed: No		0.58
INC000000627873	Philip Rogich	None	None	None	TIR Missed: No				0.00
	Operations Production Control	Christie Burnham	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000627885	Laureen Wilson	None	None	Proofpoint Email Security	TIR Missed: No				0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No		
INC000000627887	Edd Larry Hafen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000627915	Matt Maxson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Help Desk	Brenda Treadway	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000627920	Bernie Pacheco	Application	None	Internet Explorer	TIR Missed: No				0.00
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Resolved	TTR Missed: No		0.38
INC000000627930	Dawna Shultz	Application	Error	State Payroll Time Entry System	TIR Missed: No				0.07
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No		0.07
INC000000627965	Jordan Morriss	None	None	None	TIR Missed: No				0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000627985	Michael Flandro	Network	Password	Utah Master Directory	TIR Missed: No				0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000627991	Stacey Torres	None	None	None	TIR Missed: No				0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No		0.00

Human Services						

INC000000627992	Cindy L Taylor	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628006	Sandi Evans	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628010	Becky Wright	PC/Laptop	Performance	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628020	Jacqueline Perez	Mainframe	Password	BlueZone	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628027	Julie Williams	Application	Password	Utah Master Directory	TIR Missed: No		0.03
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000628032	Kathy Wilcox	Application	Password	Citrix ICA Client	TIR Missed: No		0.06
	Application Services	Terry Forsgren	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000628034	Mark Strebel	Network	None	None	TIR Missed: No		0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000628038	Linda Boyd-Melancon	Application	Error	Office of Recovery Services Info	TIR Missed: No		0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.18
INC000000628039	Anna Reposa	PC/Laptop	Error	None	TIR Missed: No		0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.57
INC000000628054	Barnel Fail	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628063	Justin Olson	Network	Password	None	TIR Missed: No		0.31
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.46
INC000000628065	Mary Aguilar	Application	None	Utah Master Directory	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628068	Jenny Mendelson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628075	Jacqueline Perez	Application	None	Gmail	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628078	Kathy Toro	PC/Laptop	Password	PGP	TIR Missed: No		0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628080	Keith Beard	Network	Password	Utah Master Directory	TIR Missed: No		0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628082	Connie Eng	Application	None	Active Directory	TIR Missed: No		0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.24

Human Services

Incident	Name	Category	Type	Application	Priority	Status	TIR/TTR Missed	Time
INC000000628086	Wesley Finlinson	Application	None	Gmail			TIR Missed: No	0.03
	Rural South Desktop Support	Scott Jesienouski	Human Services		Low	Resolved	TTR Missed: No	0.89
INC000000628089	Donelle Clements	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.11
	Rural North Desktop Support	Don Higgs	Human Services		Low	Resolved	TTR Missed: No	0.13
INC000000628097	Janis Widdison	Network	Incident	Novell ConsoleOne			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000628098	Byron Stucki	Application	Error	None			TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000628102	Vedrana Ilic	Network	Password	Novell ConsoleOne			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000628111	Anne Leake	Application	Password	Utah Master Directory			TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000628112	Brent Lambeth	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000628115	Wesley Finlinson	Application	Error	Gmail			TIR Missed: No	0.31
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.31
INC000000628117	Ida Martinez	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000628118	Tammera Bingham	None	None	Citrix ICA Client			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.38
INC000000628125	Marcie Rogers	Telecom	Voice Mail	Telephone			TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Resolved	TTR Missed: No	0.39
INC000000628131	Annette Perkins	Application	Error	None			TIR Missed: No	0.26
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.31
INC000000628147	Joseph Leiker	PC/Laptop	Performance	None			TIR Missed: Yes	3.31
	Rural North Desktop Support	Ryan Casey	Human Services		Low	Resolved	TTR Missed: No	3.31
INC000000628157	Charles Parsons	None	None	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.02
INC000000628178	Justina Flesher	None	None	None			TIR Missed: No	0.17
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.36
INC000000628181	Chris Morton	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services		Low	Resolved	TTR Missed: No	0.05
INC000000628187	Ben Ukoh-Eke	Network	Incident	Novell ConsoleOne			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000628196	Jennifer Baxter	Application	Reporting	IPCC Express	TIR Missed: No		0.33
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No		0.35
INC000000628200	Geri Evans	None	None	None	TIR Missed: No		0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No		
INC000000628205	Eva Clarke	Application	None	None	TIR Missed: No		0.30
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		1.29
INC000000628206	James Acree	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000628209	Julie Gerber	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000628210	Troy Mattinson	Application	None	Gmail	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000628223	April Hardman	None	None	None	TIR Missed: No		0.91
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No		0.91
INC000000628232	Rick Birrell	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000628239	Mark Brasher	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000628243	Laureen Wilson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000628244	Heather Pearce	Application	Error	Citrix ICA Client	TIR Missed: No		0.17
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.29
INC000000628257	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000628260	Pat Moore	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000628267	Albert Phipps	Network	None	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000628269	Ryan Sights	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.99
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		1.49
INC000000628270	Maciel Perea	Application	Password	RSA SecurID Software Token	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000628272	Melissa Lindsey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00

Human Services							

INC000000628285	Sarah Lake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628288	Julie Willden	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628301	Chuck Southard	Application	None	Utah Master Directory		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628325	Judy Sanders	Application	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628329	Linda Boyd-Melancon	PC/Laptop	Hardware	None		TIR Missed: No	0.75
Help Desk		Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.87
INC000000628330	Judy Alice Harrington	PC/Laptop	Password	None		TIR Missed: No	0.20
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000628364	Nicole Thacker	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000628376	Ryan Sights	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628379	Melissa Lindsey	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628383	Rachelle Cranney	None	None	None		TIR Missed: No	0.41
Rural North Desktop Support		Dane Smith	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000628384	Rebel Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural North Desktop Support		Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628392	Natalie Stoddard	Application	Error	Gmail		TIR Missed: No	0.00
Rural North Desktop Support		Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628399	Marsha Taylor	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support		Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628412	Marina Sanchez	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk		James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628441	Emily Williams	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk		James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628445	Emily Williams	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk		James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628476	Derek Spray	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support		Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000628491	Michael Benedict	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.11

INC000000628497	Jared Nelthorpe	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk		James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628531	Scott Abeyta	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628533	Scott Abeyta	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628544	Linda Boyd-Melancon	None	None	None	TIR Missed: No	0.46
Operations Production Control		Lester Aoki	Human Services	Low	Resolved	TTR Missed: No	0.46

INC000000628553	Sharon Timmons	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628554	Shannon Strong	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628556	Judy Perry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628558	Jackie L Pettis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628564	Tammy Nuttall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628565	Gladys Davis	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.11
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.25

INC000000628588	Arlene Thomason	Application	Reporting	Citrix ICA Client	TIR Missed: No	0.14
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.70

INC000000628598	Michelle Ann Pierson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628622	Tom Dunford	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628625	Kristin Orgill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628649	Vickie Jones	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000628653	Sara Bodily	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

Incident	Requester	Category	Type	Item	TIR Missed	TTR Missed	Time
INC000000628665	Richard Spencer	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628669	Robert Nieman	Telecom	Voice Mail	Telephone	TIR Missed: No		0.28
	Voice Operations	Gail Christiansen	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000628670	Kjersty Olson	Application	Password	PGP	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628677	Kris Rawle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628678	Ben Ukoh-Eke	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628680	Ernest Cuatto	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628681	Ernest Cuatto	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628682	Kris Rawle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628683	Xavier Tisdol	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628685	Jill Rainey	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628700	Leeann Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628710	Veronica Kasprzak	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628712	Erin H Stephens	Application	None	State Payroll Time Entry System	TIR Missed: No		0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628719	Silvia Romero	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628731	lilian gilbert	Mainframe	Password	BlueZone	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628738	Wesley Finlinson	Application	None	Microsoft Office	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000628742	Danny Thomas	None	None	None	TIR Missed: No		0.00
	Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	

Human Services

Incident	Name	Category	Type	Item	TIR Missed	TTR Missed	Value
INC000000628747	Nicholas Edge	None	None	None	No		0.15
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	No	0.51
INC000000628752	Kevin Fernley	Print/Copy/Scan/Fax	Queue	None	No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	No	0.00
INC000000628758	Vickie Williams	Network	Password	Novell Client for 32-bit Windows	No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	No	0.00
INC000000628760	Matthew Shallenberger	None	None	None	No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	No	0.00
INC000000628800	Kathy Tontlewicz	Application	Password	Utah Master Directory	No		0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	No	0.00
INC000000628801	Kathy Tontlewicz	Application	Password	Utah Master Directory	No		0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	No	0.00
INC000000628822	Tari Nay	Network	Password	Novell Client for 32-bit Windows	No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	No	0.00
INC000000628828	Alden Carroll	Network	Password	Novell Client for 32-bit Windows	No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	No	0.00
INC000000628831	Vickie Williams	Network	Password	Novell Client for 32-bit Windows	No		0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	No	0.00
INC000000628838	Susan Burke	None	None	Gmail	No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	No	
INC000000628842	Sherry Tenney	Application	Error	Microsoft Excel	No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	No	0.00
INC000000628844	Michelle Ann Pierson	Network	None	None	No		0.41
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	No	0.75
INC000000628852	Quentin Carrera	Network	None	None	No		0.81
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	No	0.98
INC000000628857	Rebecca Collier	Network	Password	Novell Client for 32-bit Windows	No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	No	0.00
INC000000628865	Casey Cole	Telecom	None	None	No		0.33
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	No	1.11
INC000000628876	Kathy Wilcox	Application	Password	Citrix ICA Client	No		0.12
	Metro D Help Desk	Matthew Earl	Human Services	Low	Resolved	No	0.28
INC000000628879	Debi Taylor	PC/Laptop	Hardware	None	No		0.37
	Rural South Desktop Support	Cole Gifford	Human Services	Low	Resolved	No	0.38

Human Services

Incident	Name	Type	Category	Product	TIR Missed		Time
INC000000628887	Silvia Romero	Mainframe	Password	BlueZone	TIR Missed: No		0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628900	Lori Holmes	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628901	Jeanne Godfrey	PC/Laptop	None	None	TIR Missed: No		0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628902	Debi Wayman	Application	Error	ZENworks for Desktops	TIR Missed: No		0.30
Rural South Desktop Support		Cole Gifford	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000628905	Lora Flanigan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628906	Lorraine Lindley	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Help Desk		James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628908	Holly Pope	None	None	ZENworks for Desktops	TIR Missed: No		0.08
Rural North Desktop Support		Neil Smedley	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000628916	Jennifer M Peterson	Application	Password	ZENworks for Desktops	TIR Missed: No		0.46
Rural Central Desktop Support		Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.52
INC000000628929	Robert Jowett	Application	Password	eFIND/eSHARE	TIR Missed: No		0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628932	Gaye Bluemel	None	None	None	TIR Missed: No		0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628934	Mardee Schoenfeld	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628971	Anna Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628978	Fleishia Wahlin	Application	Password	None	TIR Missed: No		0.00
Rural Central Desktop Support		Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	1.65
INC000000628985	Boyd J Grover	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628994	Vicky Wallace	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000628995	Kris Shaw	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No		0.35
Metro A Desktop Support		Michael Barth	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000628996	Mary Winkler	Application	Password	Utah Master Directory	TIR Missed: No		0.06
Help Desk		James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.06

Human Services

Incident	Name	Category	Subcategory	Item	TIR Missed	TTR Missed	Value
INC000000628998	Julie Simons	PC/Laptop	None	None	TIR Missed: No		0.69
Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No		0.69
INC000000629003	Savannah Leonard	Application	Reporting	Citrix ICA Client	TIR Missed: No		0.59
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.67
INC000000629004	Beverly Hart	Telecom	Call Management	Telephone	TIR Missed: No		0.10
Order Desk	Alicia Ryans	Human Services	Low	Resolved	TTR Missed: No		1.33
INC000000629008	Sarah McLaren	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000629016	Kathy Ruffus	Application	Password	Utah Master Directory	TIR Missed: No		0.61
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No		0.61
INC000000629017	Kathy Ruffus	Application	Password	Utah Master Directory	TIR Missed: No		0.58
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No		0.58
INC000000629019	Kathy Ruffus	Application	Password	Utah Master Directory	TIR Missed: No		0.58
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No		0.58
INC000000629040	Kathy Ruffus	Application	Password	Utah Master Directory	TIR Missed: No		0.34
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No		0.34
INC000000629049	Kolleen Fortner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000629055	Kathy Ruffus	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.09
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.35
INC000000629057	Allen Orton	Application	Password	PGP	TIR Missed: No		0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000629058	Curtis Downing	Application	None	Gmail	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000629059	Candice Whiteley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000629063	Beverly Hart	Telecom	Call Management	Telephone	TIR Missed: No		0.14
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No		0.26
INC000000629065	Nancy Nixon	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.40
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No		0.47
INC000000629107	Steve Wrigley	Network	None	None	TIR Missed: No		0.10
Metro B Desktop Support	Kraig Ellis	Human Services	Low	Resolved	TTR Missed: No		0.10
INC000000629114	Rhett Rivera	PC/Laptop	Hardware	None	TIR Missed: Yes		1.04
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No		1.04

Human Services

INC000000629128	Michael Cox	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629159	Rebecca Collier	None	None	RSA SecurID Software Token		TIR Missed: No	0.68
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.81
INC000000629167	Kelli Karpakis	Application	Password	Gmail		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629168	Lora Flanigan	Application	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629178	Jonda Purper	Network	None	None		TIR Missed: No	0.57
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	0.57
INC000000629180	Donna Shoemaker	Application	Password	Utah Master Directory		TIR Missed: No	0.05
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.25
INC000000629181	Karla Campbell	Application	Error	Adobe Reader		TIR Missed: Yes	1.19
Rural South Desktop Support	Cheri Oldham	Human Services	Low	Resolved		TTR Missed: No	1.19
INC000000629188	Julienne Rhees	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629189	Cassandra Howell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629190	Danny Thomas	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629192	Danny Thomas	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629194	Danny Thomas	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629202	Kelli Karpakis	Application	Password	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629203	Timothy Vail	Software	Application	None		TIR Missed: No	0.12
Rural South Desktop Support	Dan Anthony	Human Services	Low	Resolved		TTR Missed: No	0.12
INC000000629236	Jeanine Nilsson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629238	Leslie Arrington	Application	Error	None		TIR Missed: No	0.98
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	2.75
INC000000629251	Josette Harding	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

INC000000629261	Quentin Carrera	Network	Error	Active Directory	TIR Missed:	Yes	2.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	2.89
INC000000629264	Clarissa Blackmer	None	None	Gmail	TIR Missed:	Yes	2.17
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	8.71
INC000000629269	Judy A Peterson	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629272	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629279	Barbara Peterson	PC/Laptop	None	None	TIR Missed:	No	0.13
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.89
INC000000629286	Liz Wing	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629288	Vicky Wallace	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.40
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	2.42
INC000000629290	Janeen Viles	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629295	Gina Latner	Application	Reporting	Utah Master Directory	TIR Missed:	Yes	2.61
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	2.66
INC000000629297	Ruth Powers	Telecom	Dial Tone	Telephone	TIR Missed:	No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Medium	Resolved	TTR Missed: No	0.07
INC000000629298	Martha Iacovetto	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629300	Bernice Chesnut	None	None	Microsoft Windows XP Professi	TIR Missed:	No	0.48
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000629301	Camille Bezzant	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629328	Michael Styles	None	None	None	TIR Missed:	No	0.15
	Metro B Desktop Support	Kraig Ellis	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000629335	Linda Boyd-Melancon	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629339	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629342	Heather Rondorf	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000629347	Steven Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629358	Sue Broadhead	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629367	Katherine Fryer	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.56
Capitol Hosting	Mycah Mattox	Human Services	Low	Resolved	TTR Missed: No	2.16
INC000000629383	Sue Broadhead	Application	Reporting	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	
INC000000629386	Sheri M Morris	None	None	None	TIR Missed: No	0.07
Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000629387	Stacy Miller	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629388	Shirley Bleazard	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629403	Erin H Stephens	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629411	Ceci Castillo	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629415	Sue Broadhead	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629416	Wilton Lolofie	None	None	None	TIR Missed: No	0.91
Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	0.91
INC000000629417	Jill Rainey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629423	Marilyn Petty	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629424	Vicky Wallace	None	None	None	TIR Missed: No	0.44
Mainframe Systems Support	Lester Aoki	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000629427	Holly Pope	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629439	Susan Adair	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629443	Marilyn Petty	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000629448	Arlene Macanas	Application	Reporting	Gmail		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.31
INC000000629462	Susan Dalpiaz	Server	Performance	None		TIR Missed: No	0.05
Metro B Hosting	Paul Engberson	Human Services	Low	Resolved		TTR Missed: No	2.66
INC000000629467	Lindy Snell	PC/Laptop	Hardware	None		TIR Missed: No	0.39
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved		TTR Missed: No	2.13
INC000000629473	Sherrie Pendleton	None	None	None		TIR Missed: No	0.19
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved		TTR Missed: No	1.72
INC000000629476	Wendy Gore	None	None	Gmail		TIR Missed: No	0.16
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.26
INC000000629479	Jacklyn Valdez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629483	Maria Sandoval	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629496	Chris Wride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629497	Bethany Bradley	None	None	Citrix ICA Client		TIR Missed: No	0.27
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.37
INC000000629498	Maria Sandoval	PC/Laptop	None	None		TIR Missed: No	0.54
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved		TTR Missed: No	2.93
INC000000629504	Liz Wing	Application	Password	Utah Master Directory		TIR Missed: No	0.09
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.61
INC000000629511	Vicky Turner	Application	Error	Microsoft Word		TIR Missed: Yes	1.89
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	1.90
INC000000629515	Karen Hill	Application	Password	Utah Master Directory		TIR Missed: No	0.37
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.64
INC000000629517	Amy Gibbs	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629518	Julie Gerber	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000629526	Debbi Orwin	Application	None	Office of Recovery Services Infc		TIR Missed: No	0.49
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved		TTR Missed: No	1.29
INC000000629533	Bryant Christlieb	Billing	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

INC000000629559	Lora Flanigan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629563	Gwen Hansen	Application	Password	Utah Master Directory	TIR Missed: No	0.07
Help Desk		Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.10

INC000000629577	Liz Wing	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629580	Amanda nelson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.24
Voice Operations		Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.24

INC000000629584	Mel Castillo	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support		Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629589	Gwen Hansen	Application	Password	Utah Master Directory	TIR Missed: No	0.04
Help Desk		Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	1.37

INC000000629594	Christina Boddy	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629595	Julie Bingham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629604	Cody Gordon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629606	Michelle Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629608	Stephanie Quintana	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629609	Amy Tafoya	Application	Error	None	TIR Missed: Yes	6.31
Rural North Desktop Support		Lori Hartzell	Human Services	Low	Resolved	TTR Missed: Yes	6.31

INC000000629611	Bonnie Northrup	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629617	Bart Schenck	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629618	Keith Brown	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629622	Julie Bingham	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000629623	Cara Ross	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC	Name	Category	Type	Item	TIR Missed	Value
INC000000629639	Heather Rondorf	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629641	John H Thompson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.04
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000629650	Bonnie Northrup	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629660	Susan Martell	None	None	None	TIR Missed: No	0.72
Metro B Desktop Support	Kraig Ellis	Human Services	Low	Resolved	TTR Missed: No	0.72
INC000000629679	Jody Eby	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629700	DeAnn Karratti	Application	Password	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000629708	Beau Hendershot	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629725	Stacey Torres	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629727	Shannon Strong	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629729	Lisa D Evans	Application	Password	PGP	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629733	Marcie Valenzuela	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629735	Rafawn Rogers	Application	Reporting	Microsoft Word	TIR Missed: No	0.32
Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000629739	Cynthia Eulberg	Application	None	PGP	TIR Missed: No	0.70
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.70
INC000000629746	Marla Mathisen	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629747	Stacey Gleed	None	None	None	TIR Missed: Yes	1.17
Capitol Hosting	Mycah Mattox	Human Services	Low	Resolved	TTR Missed: No	1.17
INC000000629752	Alicia Koehler	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	2.76
INC000000629753	Karen Ekker	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	2.75

Human Services

INC000000629756	Mel Castillo	PC/Laptop	Error	None	TIR Missed: No	0.21
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000629761	Shauna Thomas	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	4.20
INC000000629770	Kyle Miller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629774	Michael Styles	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629795	Stephanie Martinez	Application	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629799	Shelly Balderston	Application	Password	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629804	Kati Wheatley	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629808	Ginger Jacobsen	Application	None	ZENworks for Desktops	TIR Missed: No	0.17
	Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	0.57
INC000000629822	Brittany Slaughter	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629823	Thomas McCloud	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629827	Iris M Gomez	Application	Password	Citrix ICA Client	TIR Missed: No	0.08
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000629841	Kathleen Fife	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629849	Pat Moore	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629863	Roxanna Carleton	None	None	None	TIR Missed: No	0.10
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000629877	Bart Mason	Server	Performance	None	TIR Missed: No	0.05
	Metro B Hosting	Ken Bolkcom	Human Services	Medium	Resolved	TTR Missed: No	0.97
INC000000629880	Stacey Luna	Application	None	Gmail	TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.25
INC000000629881	Kami Elmer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services						

INC000000629882	Lee Manley	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629884	Regena Bonner	None	None	None	TIR Missed: No	0.31
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.31
INC000000629905	Lana Kopecky	Network	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.24
Metro B Desktop Support	Kraig Ellis	Human Services	Low	Resolved	TTR Missed: No	4.79
INC000000629919	Beth Greenleaf	Application	Password	Utah Master Directory	TIR Missed: No	0.91
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.91
INC000000629941	Jennifer Jamalkowski	None	None	None	TIR Missed: No	0.28
Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.73
INC000000629948	Ernest Akimseu	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629952	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629956	Tona Lisa Rodriguez	Network	None	IManager	TIR Missed: No	0.40
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000629959	Nancy Alfaro	Application	None	Citrix ICA Client	TIR Missed: No	0.37
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000629960	Karin Raso	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629967	Cydney Viall	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629979	Kathie Thomas	Billing	None	Microsoft Word	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629981	Tamara Larry	Application	Password	Gmail	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000629982	John Lambert	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000629988	Sarah Lake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630005	Marilee Greenland	Server	Error	None	TIR Missed: Yes	1.08
Metro B Hosting	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	1.49
INC000000630006	Ming Wang	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

ID	Name	Category 1	Category 2	Item	TIR Missed		Value 1
INC000000630009	Carol Voorhees	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630010	Stormi Fairbanks	Application	Error	Citrix ICA Client	TIR Missed: No		0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000630019	Michelle Harper	Application	None	Citrix ICA Client	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630020	Drew Barton	Application	None	Citrix ICA Client	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630038	Salome Burgess	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630048	Michael Benedict	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630058	Michael B Jensen	None	None	None	TIR Missed: No		0.28
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000630060	Christina Boddy	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630067	Kehlie Gomez	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630070	Don Noseworthy	Application	Error	PGP	TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630071	Lisa D Evans	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630080	Chelsea Stofleth	Application	Password	Utah Master Directory	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000630084	Carrie L Hazel	None	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630111	Keshia Bowers	None	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630115	Janet E Campbell	None	None	None	TIR Missed: No		0.00
	Metro B Hosting	Paul Engberson	Human Services	Low	Resolved	TTR Missed: No	4.90
INC000000630143	Marcie Valenzuela	Application	None	Gmail	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630144	Liesa Stockdale	Application	None	Active Directory	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000630145	Justina Flesher	None	None	None		TIR Missed: No	0.61
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	1.28
INC000000630148	Marilee Greenland	None	None	None		TIR Missed: No	0.13
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.13
INC000000630149	Caron Hacker	None	None	None		TIR Missed: No	0.36
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.36
INC000000630153	Paul Whitehead	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000630156	Jody Rushton-Porter	PC/Laptop	Error	None		TIR Missed: No	0.77
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved		TTR Missed: No	0.80
INC000000630157	Calleen Chivers	Application	Error	None		TIR Missed: No	0.47
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.47
INC000000630175	Patrice Dozier	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000630178	Cheryl Sorensen	PC/Laptop	Hardware	None		TIR Missed: No	0.44
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved		TTR Missed: No	0.44
INC000000630179	Heather Lewis	Application	Password	Utah Master Directory		TIR Missed: No	0.09
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	0.09
INC000000630180	Diana Fuchs	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000630182	Kris Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000630184	Connie May	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000630203	Calleen Chivers	None	None	None		TIR Missed: No	0.74
ORS Content Manager	Les Roberts	Human Services	Low	Resolved		TTR Missed: No	0.74
INC000000630204	Valorie Johnson	PC/Laptop	Performance	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000630232	Michelle Harper	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000630236	Tahlia Cozzens	PC/Laptop	Error	None		TIR Missed: No	0.06
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	0.25
INC000000630240	Sosie Bouchard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

INC000000630243	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630249	Chris Pacheco	Network	Error	None		TIR Missed: No	0.41
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.60
INC000000630262	Sonia Christian	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630266	Bret Hardy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.66
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.66
INC000000630292	Bret Hardy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630294	Dan Taylor	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
Help Desk		Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630296	Patrice Dozier	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630318	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630319	Tamie Hamblin	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630329	Amy Tafoya	None	None	None		TIR Missed: No	0.74
Capitol Hosting		Doug Law	Human Services	Low	Resolved	TTR Missed: No	1.38
INC000000630337	Bert Peterson	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	2.58
INC000000630345	Denys Fedotov	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630347	Chris Morton	Application	Error	None		TIR Missed: No	0.46
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.50
INC000000630351	Melissa Anderson	None	None	UDOT's Innerweb		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000630357	Stacey Collins	Application	Error	None		TIR Missed: No	0.00
Rural South Desktop Support		Dan Anthony	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630359	Trisha Reynolds	Mobile Devices	Error	None		TIR Missed: No	0.06
Application Services		Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000630360	Kylie Stidham	None	None	None		TIR Missed: No	0.84
Metro B Desktop Support		Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.84

Human Services

Incident	Name	Category	Type	Product	TIR/TTR Missed	Value
INC000000630364	Shelly Balderston	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630383	Danette Cox	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630385	Cheryl Schilling	Remote Connectivity	None	Symantec Backup Exec Remote	TIR Missed: No	0.88
Metro B Hosting	Paul Engberson	Human Services	Low	Resolved	TTR Missed: No	0.88
INC000000630403	Michelle Jones	None	None	None	TIR Missed: No	0.47
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.79
INC000000630407	Caleb Powell	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630412	Ming Wang	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630414	Justina Flesher	None	None	None	TIR Missed: No	0.20
Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000630416	Amelia Brewster	Mainframe	Password	BlueZone	TIR Missed: No	0.21
Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000630417	Peggy Allen	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630421	Justina Flesher	None	None	None	TIR Missed: No	0.19
Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000630427	Kyle Harris	Application	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630439	Pamela Higgins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630440	Angie Watterson	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.43
INC000000630442	Lindsay Harris	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630443	Pamela Higgins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630444	Roberta Gillette	Application	Error	Office of Recovery Services Info	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630452	Pamela Higgins	None	None	None	TIR Missed: No	0.21
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.21

Human Services

INC000000630469	Janet Hongsyvilay	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630470	liesa Corbridge	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000630479	Michelle Harper	Application	None	Citrix ICA Client	TIR Missed:	No	0.04
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.04